



**SFE Bulletin No:** 57/03

**From:** SFE Corporation Limited ABN 74 000 299 392

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## **TRADE INVESTIGATION REQUESTS**

SFE has introduced new procedures to streamline the receipt and processing of all Trading and Clearing related complaints through the SFE website [www.sfe.com.au](http://www.sfe.com.au). By completing the appropriate form accurately, the complainant will have the assurance that the complaint has been directed to the appropriate department within SFE, and Compliance & Surveillance staff will be able to process the complaints in a timely manner.

The form will be submitted automatically to the newly created e-mail address, [Surveillance@sfe.com.au](mailto:Surveillance@sfe.com.au). Compliance & Surveillance staff will then process the information and contact the sender as appropriate.

Should a complainant fail to complete the form correctly, for example if required information is missing, the form will not be successfully lodged. The Complainant will receive notice that the lodgement has failed.

Compliance & Surveillance encourages all market Participants to use this procedure to expedite lodgement of complaints, however complaints will continue to be accepted in writing.

All information in respect of complaints, including the identity of the complainant, is treated with the strictest confidentiality, in accordance with the operating Rules.

The Trade Investigation request form is located under the Sydney Futures Exchange → Trading SFE → Trade Request → Trade Investigation Request form (also under quick links).

Should you have any queries in relation to the above, please do not hesitate to contact either Andrew Couper on 9256-0589 or alternatively at [acouper@sfe.com.au](mailto:acouper@sfe.com.au) or the undersigned on 9256 0699 or [bhill@sfe.com.au](mailto:bhill@sfe.com.au).

A handwritten signature in black ink, appearing to be 'Bronwyn Hill', written over a horizontal line.

**BRONWYN HILL**  
**MANAGER, COMPLIANCE & SURVEILLANCE**

**09 OCTOBER 2003**