

## MORBANX PTY LTD INTERNAL DISPUTE RESOLUTION PROCEDURES

At Morbanx we aim to provide the very best service for our customers. In the event that you are unhappy regarding any part of our service, we have an internal resolution process in place to assist in satisfying any complaint. In addition to this scheme, Morbanx Pty Ltd is also a member of the Mortgage and Finance Association of Australia and the Credit Ombudsman Service Limited.

### FIRST POINT OF CONTACT FOR A COMPLAINT:

#### Complaints Officer

Andrew Larcombe      Managing Director      Tel: (03) 9017 0770

#### **Then;**      Deputy Complaints Officer

Wendi Kent      Partnership Manager      Tel: 0400 003 140

The Complaints Officers are senior personnel in our organisation and have the necessary experience and authority to handle your complaint and make relevant decisions on outcomes.

The complaint need not be in writing and may be presented to us by any reasonable means, for example letter, telephone, email or in person.

### You can also contact us on/at:

**Post:** PO Box 575 Lilydale Vic 3140

**Phone:** (03) 9017 0770

**Fax:** 1300 780 675

**Email:** [loans@morbanx.com.au](mailto:loans@morbanx.com.au)

Should you not be satisfied with the outcome of our investigation of your complaint you have the option of contacting the Credit Ombudsman Service on:

Freecall: 1800 138 422

Phone: 02 9273 8400

Fax: 02 9267 3125

Email: [info@creditombudsman.com.au](mailto:info@creditombudsman.com.au)

## AWARENESS

Morbanx ensures that at all times all staff and consultants who deal with (or are likely to deal with) customers, are aware of the names, titles and telephone numbers of our Complaints Officer and Deputy Complaints Officer.

Each staff member and consultant is also instructed in how to transfer a customer who has a complaint to our Complaints Officer or Deputy Complaints Officer; and what customer details to record if the Complaints Officer and Deputy Complaints Officer are for any reason unavailable (this information will include a minimum of the name, telephone number, and description of the product or transaction to which the customer's complaint relates). Morbanx does not to charge any fee in respect to any complaint.

## INVESTIGATING A CUSTOMER'S COMPLAINT

A customer's complaint will not be investigated by the Complaints Officer or Deputy Complaints Officer if they are in any way involved in the subject matter of the complaint.

## **TIMELINESS**

We will provide a written acknowledgement of receipt of your complaint within 2 business days, unless the complaint is otherwise resolved in the meantime.

We will ensure that a substantive response is given to your complaint as soon as possible, but within forty five (45) days of receipt of your complaint.

If we cannot respond to your complaint within forty five (45) days, we will inform you of the reasons for the delay and of your right to refer the complaint to the Credit Ombudsman Service.

We will have substantially responded to your complaint if we:

- (a) Accept the complaint and, if appropriate, offer redress, or
- (b) Offer redress without accepting the complaint; or
- (c) Reject the complaint.

## **WRITTEN RESPONSE TO A CUSTOMER**

We will give you a written response to your complaint and the reasons for reaching a particular decision on the complaint and will adequately address the issues that are raised in your complaint.

Where practicable, our response will refer to applicable provisions in legislation, Codes, Standards or Procedures.

## **REMEDIES**

If we accept your complaint and are of the view that it is appropriate to offer redress to you, that redress may be non-financial as well as, or instead of, financial. If we consider that a financial remedy is appropriate then we will provide compensation for any direct loss or damage caused.

We will, when determining the appropriate remedy, take into consideration the extent of loss or damage suffered by you, relevant legal principles, the MFAA Code of Practice and other relevant codes of conduct and concepts of fairness and relevant industry best practice.

## DATA COLLECTION

We will keep data concerning your complaint in such form and manner as we think fit and will enable analysis according to:

- (a) Type of complaint;
- (b) Subject of complaint;
- (c) Outcome of complaint;
- (d) Timeliness of response.

So that we can identify any systematically recurring problems, we will as far as is practicable and relevant, classify complaints according to the particular provision of the MFAA Code of Practice alleged by you to have been breached.

Subject to legal constraints including constraints as to privacy, we will make available data collected in respect of your complaint to the Australian Securities and Investments Commission.

## REVIEW

We will review our Internal Dispute Resolution Procedures every three (3) years to ensure that our complaints systems are operating effectively. *This document was reviewed on 18 November 2009.*

