

# Complaints Handling Policy

## EZYPAY®

### Complaints Policy

To make sure all complaints are managed consistently and fairly, Ezypay will:

1. Empower our people at all levels to resolve issues wherever possible when they are first raised by the customer or principal.
2. Refer written complaints to the Customer Service Team Leader who will ensure they are properly investigated.
3. Contact customers or principals in regards to their complaints within 48 hours.
4. Treat complains confidentially and ensure customers or principals are not treated differently as a result of lodging a complaint.
5. Objectively review complaints to decide if our actions were fair and in accordance with legislation, Ezypay policies or the customer or principal terms and conditions.
6. Report complaint outcomes, resolutions and recommendations for improvements to the management team.

### Resolving Complaints

The following complaint procedures have been designed to resolved complaints:

1. All complaints will be dealt with in line with the complaints policy.
2. All parties involved in a complaint must deal with the complaint calmly and rationally.
3. A customer service representative will seek to understand the complaint by listening and confirming key information.
4. A customer service representative will investigate any information provided by the complainant.
5. If further investigation is required, the customer service representative will make and commit to timeframes in order to return to the complainant.
6. If the complainant is not satisfied with the resolution then the complaint will be escalated to a senior customer service representative. The senior customer service representative will re-investigate the complaint and provide a resolution.
7. If the complainant is not satisfied with the resolution then the complaint will be escalated to the customer service team leader. The customer service team leader will re-investigate the complaint and provide a resolution. A final investigation of the complaint will occur and a resolution reached.
8. All written complaints should be addressed to the **Customer Service Team Leader**:

#### For Australia

Email: [customerservice@ezypay.com.au](mailto:customerservice@ezypay.com.au)

#### For Malaysia

Email: [my.contact@ezypay.com](mailto:my.contact@ezypay.com)

#### For New Zealand

Email : [customerservice@ezypaynz.co.nz](mailto:customerservice@ezypaynz.co.nz)

#### For Hong Kong

Email : [hk.contact@ezypay.com](mailto:hk.contact@ezypay.com)

#### For Singapore

Email : [sg.contact@ezypay.com](mailto:sg.contact@ezypay.com)

#### For Phillipines

Email : [ph.contact@ezypay.com](mailto:ph.contact@ezypay.com)

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