

EZYPAY

Complaints Handling Policy



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:**

Our contact details are as below.

Australia (Head Office)

1300 300 553

help@ezypay.com**Singapore**

800 852 3881

asia.help@ezypay.com**Hong Kong**

800 933 873

asia.help@ezypay.com**Taiwan**

0801 856 742

asia.help@ezypay.com**Thailand**

+ 60 3 2181 9280

asia.help@ezypay.com**New Zealand**

0800 399 420

nz.help@ezypay.com**Malaysia**

1800 817 233

asia.help@ezypay.com**Philippines**

1800 1116 1131

asia.help@ezypay.com**China**

400 120 9051

asia.help@ezypay.com**All Other Countries**

+61 2 9425 2050

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EZYPAY

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