



# QUANTUM BUSINESS FINANCE PTY LTD

## Internal Dispute Resolution Process (IDR Procedure)

<b>Owner:</b>	Quantum Business Finance "QBF"
<b>Date Created:</b>	October 2018
<b>Version:</b>	1.1 12-2018
<b>Revisions:</b>	Dec 2018

## TABLE OF CONTENTS

	Page
Summary of Policy	1
Compliment & Complaints	1-5
IDR Procedures	6-7
Recording Complaints, Identifying & Recording Systemic Issues	8
Visibility of IDR Policy	9-10

## SUMMARY OF POLICY

Our business is committed to excellent customer service and the resolution of any concerns or complaints quickly, fairly and efficiently. To ensure our process is compliant with ASIC requirements we use an Internal Dispute Resolution (IDR) process endorsed by relevant industry bodies including Commercial Asset Finance Brokers Association (CAFBA).

- We welcome feed-back as a positive means of reviewing and improving our customer services. All complainants will be treated with respect, courtesy and consideration.
- Our IDR method is open to anyone who deals with us:  
Customers, dealers, lenders, other brokers, or consultants, contractors or any other person.
- All our representatives are expected to inform complainants about our IDR/EDR processes as soon as they become aware of a concern, to give high priority to resolving complaints quickly and to assist any complainants through the process.
- The Responsible Manager will oversee complaints.
- Our IDR manual complies with ASIC requirements and details how we manage and report complaints.
- We are a member of **Australian Financial Complaints Authority (AFCA) Member # 298334** the External Dispute Resolution (EDR) authority approved by ASIC. We accept EDR authorities' decisions and implement their recommendations as soon as we are informed of them.
- The Responsible Manager holds information on complaint instances any associated compliance breaches.
- We will report to ASIC annually any compliance breaches indicated through the complaints process and the policies and procedures subsequently implemented to ensure there is no re-occurrence.

## COMPLIMENTS AND COMPLAINTS

At Quantum Business Finance Pty Ltd "Quantum"/"QBF", we always work hard to build strong and lasting relationships with our valued customers. By listening to your feedback, not only can we address any immediate concerns you may have, we also continually improve our product and services.

We know there are times when you may wish to compliment us on something we have done well and other times you may wish to tell us we have not met your expectations.

## COMPLIMENTS

Our Broker representatives are always delighted to know that they have succeeded in making your experience a pleasant and successful one.

If one of our representatives has provided you with exceptional service in any way, please let us know using the below details, so that we can further encourage them via this feedback process.

## **CONCERNS**

If, for any reason, you do not feel that you have received the standard of care from us you expect, we likewise encourage you to share this with us. We have a process that we believe makes it easy for you to tell us of your concerns and for them to be addressed quickly and fairly.

You can contact us by whichever of the following means best suits you:

By telephone on:	(03) 9006 1111
By email at:	<a href="mailto:admin@quantumbusiness.com.au">admin@quantumbusiness.com.au</a>
Contact:	Responsible Manager
By post at:	Quantum Business Finance Pty Ltd L2, 493 St Kilda Road Melbourne, Vic 3004 (PO Box 7480, St Kilda Road, Melbourne)

If you choose to contact us by mail or email, please make sure you provide as much detail as possible about your issue.

## **NEED AN UPDATE ON YOUR COMPLAINT?**

If you have lodged a complaint with us, you can contact us any time to ask for an update on its status. Contact us through any of the methods listed above and be sure to refer to your earlier communication so that we can respond effectively.

## **RESOLUTION**

We will try to deal with your complaint on the spot. However, if this is not possible, we will write to you to acknowledge your complaint within 5 days. We will ensure we treat you fairly and will work to resolve your complaint as soon as possible. In the rare event we are still investigating your complaint after 45 days we will write to you to explain why and to let you know when we expect to have completed our investigation. When we have completed our investigation, we will write to let you know the outcome and the reasons for our decision.

## **TAKE IT FURTHER**

We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 45 days, then you can have your complaint heard by an independent ASIC approved external dispute resolution (EDR) ombudsman.

## **TAKE IT FURTHER**

Our EDR provider is:

- Credit & Investment Ombudsman (CIO) Membership No M00005720  
**(if lodged before 1<sup>st</sup> November 2018)**

You can contact CIO by either of the following means:

By telephone on:	1800 138 4232
By email at:	<a href="mailto:info@cio.org.au">info@cio.org.au</a>
By post at:	CIO PO Box A252, Sydney South NSW 1235

Or

- Australian Financial Complaints Authority (AFCA) Membership No 298334  
**(if lodged on or after 1<sup>st</sup> November 2018)**

You can contact AFCA by either of the following means:

By telephone on:	1800 931 678
By email at:	<a href="mailto:info@afca.org.au">info@afca.org.au</a>
By post at:	AFCA GPO Box 3, Melbourne. 3001

External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific disputes

## **QUANTUM BUSINESS FINANCE PTY LTD “QBF”**

### **INTERNAL DISPUTE RESOLUTION PROCEDURE POLICY (IDR)**

#### ***IDR Information***

***Quantum Business Finance Pty Ltd “QBF”*** A.C.N. 135 253 191

QBF believes that it is essential for our customers to be able to identify and deal with an employee or a broker who has the ability, authority and proper training to hear and respond appropriately to any complaints or dispute. It is a requirement under the National Consumer Credit Protection Act 2009 that we have in place an Internal Dispute Resolution procedure. “IDR”

#### ***Receiving Complaints***

Complaints can be lodged by contacting the Complaints/Disputes manager by:

Responsible Manager - Complaints  
Quantum Business Finance Pty Ltd  
PO Box 7480  
St Kilda Road, MELBOURNE, Vic 3004

or by speaking to any representative of our business who will refer complainants to the Complaints/Disputes Responsible Manager.

We adopt the definition of “complaint” in AS ISO 10002-2006, namely “an expression of dissatisfaction made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected”.

This means we will treat informal complaints seriously and refer them to IDR unless they are resolved by the end of the next business day.

Any complaint which is resolved to the customer’s satisfaction by the end of the next business day (starting from when the complaint was received) will not require the full IDR process to be applied. There is no need to capture and record the complaint or respond as set out below.

#### ***Investigating Complaints***

The Complaints/Disputes Responsible Manager will review the complaint carefully and promptly, taking such steps and reviewing such documents as a reasonable person would do.

## ***Responding to complaints within appropriate time limits and referring unresolved Complaints to an EDR ombudsman.***

The Complaints/Dispute Responsible Manager will provide a written final response to the complainant within 45 days (21 days where the complaint relates to default), which states:

- the final outcome of the dispute at IDR
- the right to take their dispute to EDR (no matter what the result of the investigation was at IDR)
- the name and contact details of our EDR scheme.

If the Complaints/Dispute Responsible Manager is unable to give a final response within the specified period, the Complaints/Dispute Responsible Manager will, before the end of the period:

- inform the complainant of the reasons for the delay
- advise the complainant of their right to complain to EDR
- provide the complainant with the name and contact details of our EDR scheme.

The NCC allows credit providers 21 days to consider hardship and postponement applications. At the end of that period, if there is no agreement, there will be no further time to handle the dispute at IDR, and the complainant must be referred to EDR.

When deciding about hardship or postponement applications, the Complaints/Dispute Responsible Manager will give EDR contact details when:

- advising whether the claim has been agreed to; or
- the notification of variation to the credit contract is given within 30 days after the Variation is agreed.

The complainant can go direct to EDR regarding disputes involving hardship or postponement which also involve issues with default notices.

## ***Legal Proceedings***

Unless the statute of limitations is about to expire, legal proceedings will not be commenced or continued nor will any other enforcement action be taken during the IDR period and for at least 14 days from giving a final response.

REGISTER OF COMPLAINTS FOR -		QUANTUM BUSINESS FINANCE PTY LTD (ACL#395230) (ACCREDITED CREDIT REPRESENTATIVE'S NAME)				
Complaint number	Date	Client Name	Type of Complaint (incl. value)	Handled by whom	Satisfactory outcome?	Date of transfer to Licensee (if not resolved in 5 business days)

***Recording Complaints, Identifying & Recording Systemic Issues***

We will record information in the following tabular form, this is held within our internal directory:

- **Internal Dispute Resolution.**

Please ensure you follow process and procedures.

If the complaint discloses a systemic issue, the Complaints/Dispute Responsible Manager will immediately bring the matter to the attention of the Board of Directors.

If a complaint is justified, the Complaints/Dispute Responsible Manager will recommend a solution comprising one or more of the following:

- an apology
- compensation
- vary contractual obligations
- a free service

***Internal structures and reporting requirements***



The Complaints/Dispute Responsible Manager reports directly to the business owners. The Complaints Dispute Responsible Manager makes a report annually as a minimum. The Complaints/ Dispute Responsible Manager will ensure that these procedures are reviewed at least annually and a report on the review provided to the business owners.

### ***Guiding Principles***

- Visibility – We will take reasonable steps to ensure customers know about the existence of our IDR procedures and how to make a complaint or apply for hardship or postponement. This information will be readily available, not just at the time a consumer wishes to make a complaint or dispute. All staff who deal with customers, not just complaints or disputes handling staff only, should understand our IDR procedures.
- Objectivity – We will address each complaint in an equitable and objective manner. Where possible, the complaint should be investigated by staff not involved in the subject matter of the complaint.
- Charges – The IDR procedures are free of charge.
- Confidentiality – We will keep information confidential.
- Customer focused approach – We will be helpful, user friendly and communicate in plain English, showing our commitment to resolving complaints.
- Commitment – We are actively committed to efficient complaint handling. Our Procedures are published on our website.
- Analysis and Evaluation of Complaints – All complaints will be classified and then analysed to identify systemic recurring and single incident problems and trends.

### ***Visibility of our IDR Policy***

QBF will ensure that the IDR process is recorded on our Website.  
([www.quantumbusiness.com.au](http://www.quantumbusiness.com.au))

We will also ensure that any Credit Representatives (CR) either Corporate or Individual document and provide these details to their clients.

Their disclosure documents will be required to detail that they:

- Are an authorised Credit Representative of QBF or an employee.
- That they abide by the Internal Dispute Resolution Procedures of QBF.
- QBF's Australian Credit Licence (ACL) No is 395230.
- The Credit Representatives (CR) Number.
- The ACL's EDR membership Number.

## ***Receiving complaints***

You can lodge complaints by contacting the representative acting for you or the Complaints/Dispute Responsible Manager:

By telephone on: (03) 9006 1111  
By email at: [admin@quantumbusiness.com.au](mailto:admin@quantumbusiness.com.au)  
Contact: Responsible Manager  
By post at: Quantum Business Finance Pty Ltd  
L2, 493 St Kilda Road  
Melbourne, Vic 3004  
(PO Box 7480, St Kilda Road, Melbourne)

You should observe the following principals in handling your complaint.

1. There is no requirement for face-to-face contact between you and us, although it may be useful for us to come to a satisfactory resolution;
2. We expect that both parties will make a genuine attempt to resolve a complaint promptly;
3. We expect that both parties will provide all essential and relevant information, documents, written statements and any other materials that may properly and reasonably be believed to assist in resolving the complaint; and
4. We expect that both parties will comply with all reasonable requests for the other party to provide information within a reasonable time frame.

## ***Our External Dispute Resolution Scheme (EDR)***

If we do not reach agreement on your complaint, you may refer the complaint to an ASIC approved External Dispute Resolution (EDR) Scheme.

Our EDR provider is:

- Australian Financial Complaints Authority (AFCA) Membership No 298334

You can contact AFCA by either of the following means:

By telephone on: 1800 931 678  
By email at: [info@afca.org.au](mailto:info@afca.org.au)  
By post at: AFCA  
GPO Box 3,  
Melbourne. 3001

External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific disputes.