

Public Complaints Policy

About us

Mortgage Asset Services Pty Ltd (ABN 96 101 790 434) trading as MASMoney an Australian Credit License holder (391771). We provide mortgage lending services throughout Australia.

In this policy, unless the context provides or requires otherwise, a reference to **MAS** (or **we** or **us** or **our**) and our business is a reference to the lending business operated by Mortgage Asset Services Pty Ltd.

About this policy

Internal dispute resolution (**IDR**) is a system that provides a mechanism for resolving a consumer's complaint before the Australian Financial Complaints Authority (**AFC**A), an external dispute resolution body, becomes involved.

Complaint management documentation is a key component of our IDR process. In compliance with ASIC's requirements, we make this policy publicly available and readily accessible to consumers free of charge.

This policy explains:

- how consumers may lodge a complaint with us;
- the options available to assist complainants who might need additional assistance to lodge a complaint;
- our key steps for dealing with complaints;
- our response timeframes; and
- details about accessing AFCA where a complaint is not resolved.

What is a complaint?

A complaint is "an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required".

How to lodge a complaint

You can lodge a complaint with us in the following ways:

- By email: enquiries@masonline.com.au
- By phone: 02 9527 2230 / 1300 304 461
- By post: 1A/19-21 Gerrale Street, Cronulla NSW 2230

When you lodge your complaint, please let us have:

- your name and contact details;
- a description of your complaint; and
- measures you wish us to take to resolve your complaint.

If you need help to lodge a complaint

We are here to assist if you need help to lodge a complaint. For example, we offer text telephone (TTY) and the National Relay Service (NRS) to complainants. You can also adjust the font size to read any information on our website, including this policy.

How we will deal with your complaint

The key steps we take for dealing with complaints include acknowledgement, assessment and investigation, and provision of an IDR response.

Acknowledgement

We will acknowledge your complaint within 24 hours (or 1 business day) of the complaint being received, or as soon as practicable.

When communicating with you, we will take into account the method you used to lodge your complaint, and any preferences you may have expressed about how we communicate with you.

Assessment and investigation

Sometimes, we may be able to resolve your complaint immediately, but often, we will need time to investigate your concerns. We may request that you provide us with further information to assist with our investigation.

Provision of an IDR response

An IDR response is a written communication from us to you, informing you of:

- the final outcome of your complaint at IDR;
- your right to take the complaint to AFCA if you are not satisfied with our IDR response; and
- the contact details for AFCA.

We will provide you with our IDR response within the timeframes set out in the table below where:

- your complaint is not resolved within 5 business days of us receiving your complaint;
- if you request a written response;
- if your complaint relates to hardship.

Complaint type	Timeframe for IDR response
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Standard complaints	No later than 30 calendar days after receiving the complaint.
Credit-related complaints involving default notices	No later than 21 calendar days after receiving the complaint.
Credit-related complaints involving hardship notices or requests to postpone enforcement proceedings	<p>No later than 21 calendar days after receiving the complaint.</p> <p>Exception – insufficient information:</p> <p>If we do not have sufficient information about a hardship notice to make a decision:</p> <ul style="list-style-type: none"> • We must request the information we need from you within 21 calendar days of receiving your complaint. • You must provide the requested information to us within 21 calendar days of receiving our request. • We must provide our IDR response within 21 calendar days of receiving the requested information from you. • If you do not provide us with the requested information within 21 calendar days of our request, we must provide our IDR response to you within 7 calendar days. <p>Exception – agreement reached:</p> <p>If we reach an agreement with you about a hardship notice or a request to postpone enforcement proceedings, we must confirm the terms or conditions of that agreement in writing within 30 calendar days.</p>

If we reject or partially reject your complaint, our IDR response will:

- identify and address the issues raised in your complaint;
- set out our findings on material questions of fact and refer to the information that supports our findings; and

- provide enough detail in order for you to understand the basis of our decision, so you can decide whether to escalate the matter to AFCA or another forum.

We are not required to provide an IDR response to you if:

- we resolved the complaint to your satisfaction within 5 business days and you have not requested an IDR response; or
- within 5 business day of receiving your complaint, we have given you an explanation and/or apology when we can take no further action to reasonably address your complaint.

Delay in providing an IDR response

If we are not able to provide our IDR response to you within the timeframe because your complaint is particularly complex, or because of circumstances beyond our control, we will write to you before the timeframe expires to explain the reasons for the delay, inform you of your right to complain to AFCA if you are dissatisfied, and provide you with AFCA’s contact details.

We will always treat complaints involving hardship notices or requests to postpone enforcement proceedings as urgent matters. Unless the statute of limitations is about to expire, we will refrain from commencing or continuing with legal proceedings or any other enforcement action (i.e. debt collection activity) against you:

- while the complaint is being handled at IDR (during the 21 calendar days); and
- for a reasonable time thereafter.

AFCA

We are a member of AFCA. Our membership number is 43363.

A complaint may go through our IDR process but remain unresolved, or may not be resolved within the required timeframe. In this instance, you have a right to pursue your complaint with AFCA. You can also take your complaint to AFCA if you are dissatisfied with how we handled your complaint.

You can contact AFCA using the following details:

Telephone (free call within Australia)	1800 931 678 9:00am–5:00pm AEST/AEDT weekdays Calls from an international number add +61 International calls may incur a charge from your carrier
Online	https://www.afca.org.au/make-a-complaint

Email	info@afca.org.au
Mail	GPO Box 3 Melbourne, VIC 3001
Fax	(03) 9613 6399
Interpreter service	131 450
National Relay Service	Voice Relay 1300 555 727 TTY 133 677 SMS Relay 0423 677 767