



**National Consumer Credit Protection Act
(National Credit Act)**

Internal Dispute Resolution and Complaints Handling

**Paramount Mortgage Service Pty Ltd
ABN: 82 104 607 178**

Complaints

Please help us improve our service to you.

Paramount Mortgage Services Pty Ltd “Paramount” know that sometimes things don’t go as well as they should and problems arise. If this happens to you please let us know so that we can fix the problem as we are committed to client service and satisfaction.

What if I have a Complaint?

Paramount has developed internal dispute resolution procedures to assist you to resolve a complaint or dispute about our services. Our internal dispute resolution procedures are free of charge. We are also a member of an independent approved external dispute resolution scheme, called Financial Ombudsman Service Ltd.



How to make a complaint

Please talk to us first

Once we are aware of your concern we expect all our staff will take the appropriate step to address your concerns straight away. If the staff member is to able to resolve this with you the matter will be referred to our Customer Resolutions team. Customer Resolutions will investigate the issue and take all reasonable steps to resolve the matter with you or your authorised representative.

You may also choose to speak directly to Sean White (managing director) to submit your complaint. We would like to be the first to know if you are not happy with our services. You can contact us verbally or in writing. Sean may request you to provide certain documents and other information to fully understand your complaint and the remedy you are seeking.

Paramount's response

We will:

- (a) confirm receipt of your complaint within 7 days; and
- (b) endeavour to resolve your complaint within a 45 days.

If your complaint is complex, we will endeavour to resolve it in a timely manner depending on it's complexity. If resolution of your complaint is not likely within these timeframes, we will keep you informed at regular intervals about the progress of our investigations and response. If your complaint is not satisfactorily resolved by Sean White within a reasonable period of time,

Contact the Paramount resolutions team:

PO Box 6139

Baulkham Hills NSW BC 1755

1300 799 399

Email: disputeresolution@paramountmortgages.com.au



Paramount customers What if I am still not satisfied?

If you believe your matter has not been resolved you may want to refer the matter to an external dispute resolutions service. Paramount is a member of an external dispute resolution scheme covering Financial Service. These schemes impartially resolve disputes between consumer and participating financial services Providers (including Paramount Mortgages).

Financial Ombudsman Service

The contact details for the Financial Ombudsman Service are:

Financial Ombudsman Service

GPO Box 3

Melbourne Victoria 3001

Australia

Phone: 1300 780 808

Fax: 03 9613 6399

Web site: www.fos.org.au

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Internal Dispute Resolution (IDR)

Process and Procedure

INTERNAL DISPUTES RESOLUTION PROCESS

1: Introduction:

An Internal Dispute Resolution process has been established in accordance with the Australian Credit Licencing (ACL) requirements. The IDR Process is a training and guidance tool to assist staff with any enquiries.

2: What are Internal Dispute Resolution Procedures?

Internal Dispute Resolution (“IDR”) is a process about how a Consumer can make a complaint to Paramount prior to lodging a complaint with an external organisation. This mechanism provides Paramount with an opportunity to resolve any issue with the complainant prior to external escalation. These procedures also provide guidance on how to respond to a complaint and help clarify our responsibilities.

3: Who can make use of these IDR Procedures?

Any Consumer who interacts with Paramount may use the IDR Process.

4: Complaints Contact person.

4.1: Paramount will appoint a Complaints Contact Person who must be:

a director or other officer or senior employee of Paramount.

4.2: Paramount must appoint as Complaints Contact Person a person who:

has sufficient experience in relation to the business and products so as to adequately understand a Consumer's complaint; and

Has authority from Paramount to make decisions about a Consumer's complaint which are binding on Paramount.

4.3: Paramount must ensure that at all times there is one or more deputy Complaints Contact Person who meets the criteria for appointment of Complaints Contact Person as stated above and who is able to act in place of the Complaints Contact Person as may be required in particular circumstances.

5: Awareness of IDR Procedures.

5.1 Paramount must ensure that at all times all staff that deal with, or are likely to deal with, a Consumer are aware of the name, title and telephone number of Complaints Contact Person and each deputy Complaints Contact Person with, a Consumer are aware of the name, title and telephone number of Complaints Contact Person and each deputy Complaints Contact Person.

5.2 Paramount must ensure that each staff Member who deals, or is likely to deal with, a Consumer is given a written instruction:

☐ about how to transfer a Consumer who has a complaint to the Member's Complaints Contact Person or deputy Complaints Contact Person;

☐ What customer details to record if the Member's Complaints Contact Person or deputy Complaints Contact Person is for any reason unavailable (this information to include as a minimum the Consumer's name, telephone number and description of the product or transaction to which the Consumer's complaint relates.

6: How does a consumer make a complaint?

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

6.2 Paramount must not charge any fee in respect of the complaint.

6.3 All Litigation in relation to the complaint must be suspended until the complaint has been investigated and responded to by the IDR Contact Person.

7 Investigating your complaint

7.1 Your complaint must not be investigated by the Complaints Contact Person or deputy Complaints Contact Person who is involved in the subject matter of the complaint.

7.2 The Complaints Contact Person or deputy Complaints Contact Person must have the consumer's written authority to access any and all documents and records of information (including computer systems) as may be necessary to properly investigate the complaint.

8 Timeliness

8.1 Paramount must provide a written acknowledgement of receipt of the complaint promptly, unless your complaint is otherwise resolved in the meantime.

8.2 Paramount must ensure that a substantive response is given to the complaint as soon as possible, but within forty five (45) days after receipt of it.

8.3 If we cannot respond to the complaint within forty five (45) days, we must inform the customer of the reasons for the delay and of their right to refer the complaint to the Credit Ombudsman.

8.4 Paramount will have substantively responded to the complaint if:

- It accepts the complaint and, if appropriate, offers redress; or
- offers redress without accepting the complaint; or
- Rejects the complaint.

9 Written response to the Complainant

9.1 Paramount must give a written response to the complaint and must give reasons for reaching a particular decision on the complaint that adequately address the issues that were raised in the complaint. Where practicable, the response must refer to applicable provisions in legislation, Codes, Standards or Procedures.

10 Remedies

10.1 Where Paramount accepts the complaint and is of the view that it is appropriate to offer redress to the customer, that redress may be non-financial as well as, or instead of, financial. If we consider a financial remedy is appropriate then we should give the customer compensation for any direct loss that they may have suffered.

10.2 When determining the appropriate remedy to be given to the customer and the extent of loss or damage suffered by the customer, we will consider relevant legal principles, recognized Codes of Practice, concepts of fairness and good practice in the Credit Industry.

11 Consumer Awareness of Paramount's IDR Process

11.1 If it is possible in the initial correspondence with a Consumer, we should always provide the IDR Complaints Person contact details.

11.2 The Paramount web site must provide details of the name and postal addresses, contact telephone numbers, fax numbers and email addresses of the Complaints Contact Person.

12 Referring a complaint to IDR

12.1 Paramount staff is required to email or forward an IDR complaint to the Complaints Contact Person or deputy Complaints contact person to provide such assistance to a Consumer as many be reasonable in the circumstances to enable that Consumer to make a complaint.

13 Data Collection

13.1. A Complaints register and data concerning consumer complaints is to be maintained to enable analysis according to:

- ☐ type of complainant;
- ☐ subject of complaint;
- ☐ outcome of complaint;
- ☐ Timeliness of response.

13.2 To enable identification of any systemic problems.

14 Review

Paramount will review its Internal Dispute Resolution Procedures annually to ensure that its complaints systems are operating successfully.