

Victory Funding Group

Internal Disputes Resolution & Financial Hardship Policy

Introduction

This document is designed for Victory Funding Group (Victory) which includes Victory Funding Pty Ltd (ABN 11 077 184 742) and its wholly owned subsidiary companies Victory Premium Funding Pty Ltd (ABN 53 611 575 556) and Pay as You Golf Pty Ltd (ABN 44 622 447 714).

Victory provides credit facilities to its customers for specific purposes. These include Insurance Premium Finance, Membership Finance and Commercial Lending. Victory is committed to providing a customer-focused environment where customer feedback is encouraged, this includes any customer complaints and disputes relating to products or services provided by Victory.

Customers can provide feedback or make complaints to any member of Victory Funding's Service or Management team. All complaints will be reviewed, and customers will be informed of the outcome of any complaints in a prompt and clear manner.

If a customer indicates they are facing circumstances of financial hardship or distress Victory's Financial Hardship Policy will apply to any facilities or services that customer has with Victory.

Internal Disputes Resolution Policy

Overview

Victory Funding is committed to resolving complaints and disputes in a fair, impartial and efficient manner. The objective of this Internal Disputes Resolution Policy is to provide a clear process for resolving disputes that may arise with our business.

If your feedback is established to be a complaint or dispute, we will commence our Internal Dispute process. Our complaints team will contact all relevant parties to review the matter and request any further information that may need be provided. We are committed to ensuring all dealings comply with our privacy policy and all personal details are kept confidential.

We are committed to resolving disputes and complaints within 30 days unless there are any unusual circumstances that are relevant to the complaint. If a complaint remains unresolved after 30 days, we will send you a written explanation outlining the reasons for delay.

If you are being affected by circumstances of individual financial hardship, please notify of this and we will attempt to consider your complaint on an urgent basis including assessing whether a settlement arrangement is appropriate.

If you are dissatisfied with our response, or a complaint remains unresolved you are entitled to lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA – www.afca.org.au

GPO Box 3, Melbourne VIC 3001
1800 931 678
info@afca.org.au

What kind of complaints are considered?

We review and consider any complaint about our standards of conduct and the services we provide when dealing with our customers. We cannot consider a complaint about a decision made by AFCA or others industry adjudicators.

How we deal with complaints?

When dealing with customer complaints or disputes, our approach in line with the following principles:

- Fairness and integrity
- Professional and transparent
- Efficient and customer focused
- Proactive and Efficient

All feedback (compliments, questions, complaints or disputes) can be lodged to Victory in a number of ways including:

Phone – 1300 582 809

Email – enquiries@victoryfunding.com.au

Mail – L3, B7, 570-588 Swan Street, Richmond 3121

Complaints about customer service can be provided directly over the phone by requesting a manager, these will often be dealt with and resolved on the spot.

If a complaint is not able to be resolved immediately or with 2 business days, we will formally acknowledge receipt of your complaint in writing from our complaints team. Once a complaint gets to our complaints team, the complaint is reviewed to determine the best course of action towards a swift and fair resolution. Further information will be requested if required before responding to the customer.

We will respond to your complaint with an outcome at the earliest possible opportunity once all relevant information has been reviewed. There are several possible outcomes to a complaint including:

- Referral to external body for further review.
- Rectification of an issue that has been raised.
- An apology relating to standards of conduct.
- Proposed complaint settlement.

If you remain dissatisfied with the outcome of your complaint about our standards of conduct you can ask for your complaint to be referred to an independent assessor to be reviewed.

Financial Hardship Policy

Financial Hardship can happen to anyone. There may be circumstances that mean you experience difficulty in paying your loan. Whether it is a short term setback or something that is ongoing, we understand that payment difficulties can come in many ways. Financial Harship can occur because of factors such as:

- Family death or illness
- Family or domestic violence
- Unemployment
- Reduced income or change in financial circumstances

Victory has developed this policy as our commitment to our customers to provide flexibility and assistance if financial hardship occurs. While Victory is exempt from the obligations imposed by National Consumer Credit Law (2009), including the provisions of the National Credit Code, we are committed to reviewing applications for financial hardship and assisting our customers to the best of our ability.

We encourage you to contact us if you are struggling financially. You can contact us directly or through a third party such as a financial counsellor. When a request is received from you or a third party to review your application for assistance due to financial hardship, we will ask for the following information to enable us to assess how we can assist:

- Cause for hardship
- Current income and other major financial expenses
- What repayments you can afford

Each situation is considered on an individual basis and the type of assistance we can offer is tailored to each case. The types of relief and assistance that may be offered includes:

- Extending a loan term and moving arrears to the end of the loan
- Waiving any overdue or dishonour fees
- Accepting a period of no repayments for an agreed amount of time

If you have any questions about our financial hardship policy please contact us on 1300 582 809.