

## Convera Complaint Guide

This Complaint Guide provided by Convera Australia Pty Ltd (ABN 24 150 129 749) (AFSL 404 092) (“**Convera**”) is being made publicly available and outlines how to lodge a complaint, what you can expect from us and how long you can expect the process to take.

It will also outline how to contact us, or the Australian Financial Complaints Authority (“**AFCA**”), if you’re not satisfied with how we respond to your complaint, or if we haven’t been able to resolve your complaint in the timeframe we promised.

Convera has established procedures and policies to ensure that any complaint you may have, is properly considered and appropriate measures are taken. Should you have reason to complain, then it is important that you first advise your usual Convera representative.

Convera is committed to providing quality customer service to all customers and any customer feedback will be dealt with fairly, promptly, and professionally. Convera principles are that customers should:

- have access to appropriate information before acquiring a product or service;
- be dealt with in a courteous and ethical manner;
- be able to provide feedback on products and services; and
- be satisfied with the product or level of service they have received.

### **What are our key steps for dealing with a complaint?**

Convera complaints procedures are used to deal effectively with, and monitor, all forms of customer inquiries, complaints, or disputes. An acknowledgment receipt will be given promptly to the customer for each complaint. We aim to send an acknowledgment within 24 hours (or one business day) of receiving a complaint, or as soon as practicable. Acknowledgement of a complaint can be verbal (on a recorded line) or in writing. When determining the appropriate method of communication, Convera will consider the method used by the complainant to lodge their complaint and any preferences they may have expressed about communication methods.

Following investigation of the complaint, a formal internal dispute resolution response will be issued, informing the customer of the final outcome of the complaint, either confirmation of actions taken to fully resolve the complaint or reasons for rejection or partial rejection of the complaint.

### **What are our response timeframes?**

Once a resolution is reached, Convera will send correspondence to the customer detailing the resolution and required action. Our aim is to issue a response to the customer within 15 business days of receipt of the complaint as per the Convera Customer Care Team complaint handling time frame. The maximum timeframe to respond to standard complaints will be no later than 30 calendar days.

### **What if I need additional assistance?**

Get in touch with us. We will do our best to assist.

Please let us know if you have any specific needs to lodge and manage your complaint and we will endeavour to help you the best we can.

### **How do I lodge a complaint?**

The easiest way to get in touch with us is to tell us about your complaint and to contact our Customer Service Team on:

Email: [customerServiceAU@convera.com](mailto:customerServiceAU@convera.com)

Phone: 1800 065 720

If you have a Client Relationship Manager, please feel free to contact them direct.

### **How to get in contact with AFCA**

If, for whatever reason, you are dissatisfied with the Convera resolution of the complaint you have the right to refer the complaint to:

Australian Financial Complaints Authority (AFCA)

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

Be sure to reference our registered legal name: Convera Australia Pty Ltd (ABN 24 150 129 749) (AFSL 404 092).