Complaints Handling Policy

Internal Dispute Resolution (IDR) Process

This policy provides information about our internal dispute resolution (IDR) process. Our IDR service is provided to you free of charge.

VIKING ASSET AGGREGATION PTY LTD | ACN 661 296 457 | Australian credit licence 543046

(we/us/our) believes that it is essential for us to have the ability, authority and proper training

to hear and respond appropriately to any complaints or disputes raised by our customers.

How you may lodge a complaint or make a compliment

You can lodge complaints or make compliments by contacting:

Addressee: The Complaints Officer

Viking Asset Aggregation Pty Ltd

Address: Level 3, 12 Waterloo Road, Macquarie Park NSW 2113, Australia

Phone: 1800 861 004

Email: complimentsandcomplaints@vikingaggregation.com.au

You may also lodge a complaint by speaking to any representative of our business who will refer

you to the Complaints Officer. You should explain the details of your complaint as clearly as you

can. You may do this verbally or in writing.

To assist complainants who might need additional assistance to lodge a complaint, we:

• offer multiple methods for lodging complaints, including phone, email, letter, social

media, in person, or online;

• do not require complaints to be in writing;

• ensure that information provided to the public about our IDR process, including this

policy, is available in a range of languages and formats (including large print and

audiotape);

• provide training to all staff (not just complaints management staff) to enable staff to be

able to identify, support and assist complainants who need additional assistance,

including cross-cultural training; and

• allow representatives to lodge complaints on behalf of complainants, including

financial counsellors, legal representatives, family members and friends.

Dealing with complaints

Our process for dealing with complaints is as follows:

Acknowledgement: We will acknowledge receipt of your complaint promptly – that is, within one

business day of receiving it, or as soon as practicable.

Assessment and investigation: We will review your complaint carefully and promptly, taking such

steps and reviewing such documents as reasonably necessary.

IDR response: We will provide an 'IDR response', which is a written communication that sets out

the final outcome of your complaint through our IDR process and your right to take your

complaint to AFCA if you are not satisfied with the IDR response. If we reject or partially reject

your complaint, we will clearly set out the reasons for our decision.

Response timeframes

Generally, we will provide an IDR response to you no later than 30 calendar days after receiving

the complaint. However, for some specific types of credit-related complaints, the following

response timeframes apply.

• 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: No later than 21 calendar days after receiving the complaint.

Exceptions apply

• if we do not have sufficient information to make a decision, or if we reach an agreement

with you.

We do not need to provide an IDR response to you if we close your complaint by the end of the

fifth business day after receipt because we have:

a) resolved the complaint to your satisfaction; or

b) given you an explanation and/or apology we can take no further action to reasonably

address your complaint.

However, we must provide a written IDR response for complaints closed by the end of the fifth

business day after receipt if:

a) the complainant requests a written response; or

b) the complaint is about hardship.

Our external dispute resolution scheme – AFCA

If we do not reach agreement on your complaint, you may refer your complaint to the

Australian Financial Complaints Authority (AFCA).

You can contact the AFCA scheme:

• by phone on 1800 931 678;

• by email at info@afca.org.au; or

• in writing to GPO Box 3, Melbourne VIC 3001.

The AFCA scheme is a free service established to provide you with an independent mechanism

to resolve specific complaints