

# Public Complaints Policy

## About us

HomePro Finance Australia Pty Ltd (ACN 690 561 507, Australian Credit Licence 574609 (**ACL**)) (**HomePro AU**) is the credit provider and servicer of renovation and home improvement loans to customers who are home owners (**Renovation Loans**) in Australia.

In this policy, unless the context provides or requires otherwise, **we** or **us** or **our** and our business is a reference to HomePro AU.

## About this policy

Internal Dispute Resolution (**IDR**) is our process for resolving complaints before the Australian Financial Complaints Authority (**AFCA**), 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

Complaints can be made by email or phone, or through any other channel we make available from time to time:

- by email at: [contact@hpfinco.com.au](mailto:contact@hpfinco.com.au)
- by phone at: 1800 318 396 (toll free)

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 want someone such as a financial counsellor, legal representative or family member to lodge a complaint on your behalf, once you have provided appropriate authority for your representative to liaise with us, we will not contact you directly unless:

- you request us to communicate with you directly;
- we have concerns that your representative is not acting in your best interests, is acting in a deceptive or misleading manner (with you and/or us), or is not authorised to represent you; or
- AFCA has excluded your representative from representing complainants in relation to any complaint lodged with AFCA.

### **If you need help to lodge a complaint**

We are here to assist if you need help to lodge a complaint. For example, offering translation services to complainants or making staff available who are cross-culturally trained. 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; or
- if your complaint relates to hardship.

Complaint type	Timeframe for IDR response
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 – <b>insufficient information:</b></p> <p>If we do not have sufficient information about a hardship notice to make a decision:</p> <ul style="list-style-type: none"> <li>• We must request the information we need from you within 21 calendar days of receiving your complaint.</li> <li>• You must provide the requested information to us within 21 calendar days of receiving our request.</li> <li>• We must provide our IDR response within 21 calendar days of receiving the requested information from you.</li> <li>• 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.</li> </ul> <p>Exception – <b>agreement reached:</b></p> <p>If we reach an agreement with you about</p>

	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.
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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 119389.

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	<a href="https://www.afca.org.au/make-a-complaint">https://www.afca.org.au/make-a-complaint</a>
Email	<a href="mailto:info@afca.org.au">info@afca.org.au</a>
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

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