

AKCP NOMINEES 2 PTY LTD CREDIT GUIDE

This document provides you with relevant information about our obligations under the *National Consumer Credit Protection Act 2009 (Cth)*. Information about our complaints handling processes and obligations under the Act are contained within this document.

About us

AKCP Nominees 2 Pty Ltd is a company founded by a team of experienced finance and tech professionals who seek to leverage their collective experience for social good.

Financial Hardship

We understand that your circumstances may have changed over time and you may be having trouble repaying your debt. If you are experiencing **financial hardship**, we urge you to contact us as soon as possible so that we may assist you.

Our Internal Dispute resolution scheme

We want to be able to assist in delivering our services. If you are not satisfied with the way our services are provided you can make a complaint by contacting us on the below details:

Email: complaints@akcp.io

Phone: 0423 678 588 Monday – Friday between 9am to 5 pm excluding Sydney public holidays.

Mail: Level 12, 167 Macquarie Street
SYDNEY NSW 2000

When lodging a complaint by email, please ensure you include the following information:

- your full name; and
- address and contact details; and
- the account name and number; and
- a brief description of your complaint

After receiving a complaint, we aim to respond to you as soon as possible. Our aim is to deliver the highest level of service to all of our customers.

External Dispute Resolution

If you are dissatisfied with our internal dispute resolution process, you may contact the Australian Financial Complaints Authority (AFCA). You can contact AFCA's free external disputes resolution service by:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

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

Things you should know

We don't provide legal or financial advice. It is important that you understand your legal obligations under any contract that is entered into and the financial consequences.

If you have any questions about anything in this guide, we are always here to help.

Please feel free to contact us at any time by email to info@akcp.io