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# **Complaints Policy**

## MYOB Australia Pty Ltd

5 October 2021

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## 1 Complaints

MYOB Australia Pty Limited (**MYOB**) is committed to excellent customer service and values providing its customers with better products, services, and processes. MYOB recognises that sometimes MYOB may not meet customer expectations and, where this happens, MYOB is committed to listening to customer complaints and the resolution of any concerns or complaints in a fair, timely and effective manner.

If you're ever unhappy about something we've done (or not done), please let us know so we can better understand where we can improve.

We have designed and implemented our complaints management policy in accordance with our regulatory obligations. All complaints will be handled in accordance with our Privacy Policy, which can be accessed here: [www.myob.com/au/privacy-policy](http://www.myob.com/au/privacy-policy)

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## 2 How to make a complaint

You can report complaints about our services for free by:

Phone	<a href="tel:1300793130">1300 793 130</a> – Small Business
	<a href="tel:1300555110">1300 555 110</a> – Bigger Business
	<a href="tel:1300555117">1300 555 117</a> – Partners (Accountants and Bookkeepers)
	<a href="tel:1300555123">1300 555 123</a> – Product support
	<a href="tel:1800411641">1800 411 641</a> – Login and 2 factor authentication support
	<a href="tel:1300793130">1300 793 130</a> – Billing
Web	<a href="https://www.myob.com/au/contact-us">https://www.myob.com/au/contact-us</a>
Email	<a href="mailto:feedback@myob.com">feedback@myob.com</a>

When making your complaint, please include as much detail as you can regarding your complaint (including key dates, times or events) and provide supporting documentation if applicable or where possible.

Your representative can lodge a complaint on your behalf – please notify us using the contact details above that you have authorised a representative if this is the case.

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## 3 How long will it take and what is involved in the process?

### 3.1 Acknowledgement and timing

Our aim is to acknowledge your complaint as soon as practicable and generally within 2-5 business days. Where possible we will try to resolve your complaint on the spot. If we need some additional time to get back to you, we will let you know.

If we cannot resolve your concern at your first point of contact, we will then refer the complaint to our Customer Resolutions Team.

We aim to resolve all complaints within 30 days of you initially making the complaint. This may not be possible in all circumstances. In the exceptional event of a delay where we're unable to provide you with a final response within 30 days, we'll tell you the reason for the delay, give you a date you can expect to hear an outcome and continue to provide you updates on progress. We will also tell you about your right to take your complaint to the Australian Financial Complaints Authority (**AFCA**) and how to contact AFCA.

### 3.2 Considerations when making a decision on a complaint and our response

Our Customer Resolutions Team aims to come to a resolution on your complaint that is fair and reasonable. When making a decision on the matter, we will also have regard to our obligations under applicable legislation like the *Corporations Act 2001* (Cth) and relevant industry guidelines.

We will provide you with a response informing you of the final outcome of your complaint, your right to take the complaint to AFCA if you remain dissatisfied and how to contact AFCA. Depending on our outcome, we may also identify and address the issues in the complaint, set out our findings on material questions of fact and provide details so that you can understand the basis of our decision.

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## 4 If you're unhappy with the response

We are a member of AFCA, an independent external dispute resolution scheme that provides free and independent financial services complaint resolution for consumers and small businesses about participating financial firms like MYOB, where that complaint falls within AFCA's terms of reference.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with AFCA by contacting them using the following methods:

<b>Phone:</b>	1800 931 678 (free call)
<b>Mail:</b>	Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001
<b>Email:</b>	<a href="mailto:info@afca.org.au">info@afca.org.au</a>
<b>Website:</b>	<a href="http://www.afca.org.au">www.afca.org.au</a>

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

Respecting your privacy is important to us. If your complaint is specifically about your privacy, you can also contact The Office of the Australian Information Commissioner (**OAIC**) by:

<b>Phone</b>	1300 363 992
<b>Mail</b>	Office of the Australian Information Commissioner GPO Box 5218 Sydney NSW 2001
<b>Email</b>	Submit an online form here <a href="http://www.oaic.gov.au/about-us/contact-us/">www.oaic.gov.au/about-us/contact-us/</a>
<b>Website</b>	<a href="http://www.oaic.gov.au">www.oaic.gov.au</a>

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## 5 Accessibility

We are dedicated to providing accessible services for our customers.

If you would like to additional support such as an interpreter or have any other accessibility requirements, please contact us using the details above in section 2 or let us know when raising your complaint. There is no additional cost to you.