

ATTACHMENT 1

TIME FRAMES ASSOCIATED WITH VARIOUS STAGES IN THE COMPLAINTS PROCESS

1. Acknowledgement

Bennetto Finance will provide an acknowledgement of receipt of the complaint to the client promptly, within one business day of receiving it, or as soon as practicable.

2. Assessment and Investigation

Status update – communications to client providing feedback should not exceed 5 business days.

3. Final Response

General

Final response to the client within 30 calendar days of receipt of the complaint.

Exceptions

(i) Certain Types of Credit Complaints

A different time frame applies for certain types of complaints about credit activities:

Type of credit dispute		Maximum IDR Time frames
Request for postponement of enforcement proceedings	Bennetto Finance does not need more information.	21 days
	Insufficient information If Bennetto Finance does not have sufficient information to make a decision, it must request the information no later than 21 calendar days after receiving the complaint. The complainant must provide the information within 21 calendar days of receiving the request. Once Bennetto Finance has received the requested information, it has a further 21 calendar days to provide an IDR response.	<u>63 days</u> [21 + 21 + 21]
	If Bennetto Finance does not receive the requested information within 21 calendar days	<u>49 days</u> [21 + 21 + 7]

Type of credit dispute		Maximum IDR Time frames
	<p>of requesting the information, it has 7 calendar days to provide an IDR response.</p> <p>Agreement reached If agreement is reached, Bennetto Finance has 30 calendar days to confirm the terms or conditions in writing.</p>	30 days
Hardship Notice given	Bennetto Finance does not need more information.	21 days
	<p>Bennetto Finance needs more information — request to be made within 21 days.</p> <p>The complainant must provide the information within 21 calendar days of receiving the request.</p> <p>Once Bennetto Finance has received the requested information, it has a further 21 calendar days to provide an IDR response.</p> <p>If Bennetto Finance does not receive the requested information within 21 calendar days of requesting the information, it has 7 calendar days to provide an IDR response.</p> <p>Agreement reached If agreement is reached, Bennetto Finance has 30 calendar days to confirm the terms or conditions in writing.</p>	<p><u>63 days</u> [21 + 21 + 21]</p> <p><u>49 days</u> [21 + 21 + 7]</p> <p>30 days</p>
For disputes involving default notices.	Bennetto Finance does not need more information.	21 days
	For all other disputes (excluding disputes involving hardship notices/postponement of enforcement proceedings and default notices).	30 days

(ii) Certain Circumstances Exist

If the following circumstances exist, Bennetto Finance is not required to provide a complainant with a final response within the relevant maximum IDR timeframe:

- (a) there has been no reasonable opportunity for Bennetto Finance to provide the response within the relevant maximum timeframe because:
- resolution of the individual complaint is particularly complex; and/or
 - circumstances beyond Bennetto Finance’s control are causing complaint management delays.

(b) before the relevant maximum IDR timeframe expires, Bennetto Finance has given the complainant an 'IDR delay notification' that informs the complainant about:

- the reasons for the delay;
- their right to complain to AFCA if they are dissatisfied; and
- the contact details for AFCA.