



## Complaints- Australia

### **INITIAL CONTACT:**

If you are dissatisfied with any aspect of your dealings with Max Recovery please contact either Insolvency Management Services or Bravure who will be able to assist in resolving your complaint. Their contact details are provided below:

#### **Insolvency Management Services:**

Email: [admin@insol.com.au](mailto:admin@insol.com.au)

Phone: 1300 467 467

Mail: 1/828 Pacific Hwy, Gordon NSW 2072

Business Hours: Monday-Friday: 8.30am-5pm.

#### **Bravure:**

Email: [insolvency@bravure.com.au](mailto:insolvency@bravure.com.au)

Phone: 1300 723 480

Mail: PO Box R1578,  
Royal Exchange NSW 1225

### **IF YOU ARE STILL NOT SATISFIED:**

Alternatively, if Insolvency Management Services or Bravure are unable to resolve your matter and you would like your complaint to be formally investigated by Max Recovery directly please contact us:

#### **Max Recovery Australia Pty Limited:**

Email: [enquiries@maxrecovery.com](mailto:enquiries@maxrecovery.com)

Phone: 1300 576 005

Mail: Level 18/ 85 Castlereagh Street, Sydney NSW 2000, Australia

### **WHAT TO EXPECT:**

We endeavor to acknowledge receipt of your complaint within 1 business day. If you have nominated a representative to act on your behalf, we may reach out to yourself to confirm that you have provided the representative with the appropriate authority.

Based on the details you have provided in the complaint, we will commence our investigation. Should we require more details to aid in the investigation, we will reach out to yourself or your representative for more information.

If your complaint is regarding hardship or a default notice, we endeavor to provide you our final response within 21 days. For all other complaints, we endeavor to provide you our final response within 30 days.

There may be situations where we require more time to assess your complaint, such as where it is complicated in nature or we need to obtain information from other parties. Where this is the case, we will provide you with a Delay Notification outlining the reasons we require more time to respond to your complaint.

**IF YOU ARE STILL NOT SATISFIED:**

If you are not satisfied with our response, you may lodge a complaint with the

**Australian Financial Complaints Authority**

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678

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

**ACCESSIBILITY:**

If you are deaf or have a hearing or speech impairment, you can obtain assistance from the National Relay Service.

Website at <http://relayservice.gov.au>

Phone (TTY): 1800 555 630.

If you have difficulty speaking or understanding English, please call the interpreting service, TIS National. TIS National will be able to provide you with an interpreter to assist you with your query.

Website at <https://www.tisnational.gov.au/>

Phone: 131 450

**HARDCOPY OF OUR COMPLAINTS POLICY:**

Should you wish to have a hardcopy of this complaints policy mailed to you, please contact either Insolvency Management Services or Bravure who will be able to assist. Their contact details are provided below:

**Insolvency Management Services:**

Email: [admin@insol.com.au](mailto:admin@insol.com.au)

Phone: 1300 467 467

Mail: 1/828 Pacific Hwy, Gordon NSW 2072

Business Hours: Monday-Friday: 8.30am-5pm.

**Bravure:**

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Phone: 1300 723 480

Mail: PO Box R1578,

Royal Exchange NSW 1225

Please note that due to the COVID-19 pandemic, there may be a delay in the hardcopy of the complaints policy reaching you, and we appreciate your patience.