



Credit Guide- Australia

Max Recovery Australia Pty Limited ABN: 89 125 680 122 Credit License No: 386155 (“**Max Recovery**”) is licensed as an Australian Credit Licensee pursuant to the National Consumer Credit Protection Act 2009. Max Recovery engages in purchasing accounts from financial institutions and administering those accounts which primarily involves receiving payment in connection with such accounts. Max Recovery does not engage in approving new or increasing existing credit contracts.

Complaints:

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

Phone: 1300 467 467

Mail: 1/828 Pacific Hwy, Gordon NSW 2072

Website: www.insol.com.au

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

Bravure

Email: insolvency@bravure.com.au

Phone: 1300 723 480

Mail: PO Box R1578,

Royal Exchange NSW 1225

Website: www.bravure.com.au/

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

Phone: 1300 576 005

Mail: GPO Box 3804 Sydney NSW 1042

Address: Level 18/ 85 Castlereagh Street, Sydney NSW 2000

If you are not satisfied with our response, you may lodge a complaint with the *Australian Financial Complaints Authority*. Their contact details are provided below:

Australian Financial Complaints Authority

Email: info@afca.org.au

Phone: 1800 931 678

Mail: GPO Box 3 Melbourne VIC 3001

Website: www.afca.org.au

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