

# GUIDED COMPLAINTS RESOLUTION

## Australian Financial Services Compliance Tool

### Capabilities

- Self-guided
- Self-paced
- Available 24/7
- Easy to use
- Unassuming

### Benefits

- Safe and secure
- Reduce handling time
- Management reports
- No lock-in contracts
- Cost savings
- Compliant
- Includes self-serve guided mediation tool

### Team

- Ross Paull, CEO
- Nitzan Karni, CTO
- Joe Siric, CFO
- Don Francis (EU)
- John Crozier-Durham (USA)

### Advisory Board

- Philip Argy, Mediator
- Joanna Kalowski, Mediator
- Steve Lancken, Mediator

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[www.guidedresolution.com](http://www.guidedresolution.com)

ASIC's new enforceable regulatory guidelines\* on how Australian Financial Services (AFS) firms and Fintech companies must handle disputes and complaints soon comes into effect. Non-compliance exposes AFS firms to civil penalties under the force of law.

### You must:

- Enable complaints via a free of charge process
- Resource the process to be fair, effective, efficient
- Respond in less than 30 days
- Be able to deal with spikes in volume
- Record and keep track
- Report data to Board-level

### And follow key standards:

- Be consumer-centric
- Make it easy to use and voice concerns
- Be readily accessible
- Operate an objective and unbiased process
- Be responsible at the highest level
- Leverage the power of technology

**Comply now to reduce your risk - sign up for the compliance tool purpose built for this regulation by Australia's first and leading Online Dispute Resolution provider.**

**SIGNUP AT [guided-compliance.com.au/AFSL](http://guided-compliance.com.au/AFSL)**

\*ASIC RG 271 – Internal Dispute Resolution



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Tomorrow** 2017 WINNER