

Sokin Complaints Handling Policy



Australia



Sokin Australia PTY (Sokin) places great importance on ensuring that it provides the highest standards of service to its clients

If you are dissatisfied with the service you have received, we encourage you to advise us of your complaint so that we have the opportunity to investigate and put matters right where the service has not been on the highest standards.

We aim to get your complaint resolved as quickly as possible by staff with the right experience, knowledge and authority.

We aim to ensure that:

- it is easy for you to raise your complaint
- your complaint is appropriately investigated;
- any suggestions for improvements are considered;
- you are satisfied with the handling of your complaint.

The following section explains what to do if you have a complaint about our services. It also outlines the timescales you should expect for resolving complaints and who to contact if you are not satisfied with our response.

How to raise a complaint

If you are not satisfied with any aspect of our service or products, you can submit a complaint by emailing complaints@sokin.com. Please provide a description of your complaint, including the products and services involved, in addition to any other information you feel is relevant.

You may ask another person to make a complaint on your behalf and to deal with us through the complaint process. This could be a family member, friend, financial counsellor, or a legal representative (if you provide authorisation for us to do so).

Please let us know if you need help, including any specific needs such as a translator, to deal with us or to lodge your complaint.

How long will it take?

Our aim is to address any concerns as soon as possible and within the regulatory guidelines. The timescales we will adhere to is detailed below;

24 hours

We will confirm receipt of your complaint via email within 24 hours of receiving it. When we confirm receipt of your complaint we will provide you with a reference number.

Within 5 Business Days

Most complaints can be resolved on the spot or within a few days, and this is what we strive for. If we're unable to resolve your complaint within 5 business days, we will provide you with a response in writing.

Within 30 Business Days

If there's a delay and we're unable to provide you with a final written response within 30 business days, we'll tell you the reason for the delay and give you a date you can expect an outcome. We'll also tell you about your right to take your complaint to AFCA.

Unhappy with our response

If we have been unable to provide you with a response in 30 business days, or you are unhappy with our response, you can contact the Australian Financial Complaints Authority (AFCA). AFCA provides a free and independent dispute resolution service for individual and small businesses and can be contacted at the details below.

Online www.afca.org.au

By Post Australian Financial Complaints Authority
GPO Box 3, MELBOURNE VIC 3001

Email info@afca.org.au

Acessibility services Interpreter Service 131 450
TTY / Voice Calls 133 677 (local)
Speak & Listen 1300 555 727 (local)
Internet Relay Call internet-relay.nrscall.gov.au
Enter number: 1800 931 678. Click 'Connect now'.

Phone 1800 931 678 (free call)