

Resolve

**Simplify complaints.
Strengthen
compliance.
Improve outcomes.**

Built on Microsoft Power Platform, Resolve helps financial services organisations manage complaints consistently, meet RG 271 obligations and deliver better member outcomes.



Faster resolutions
Use structured workflows and SLA targets to keep complaints moving.

Stronger compliance
Support RG 271 requirements with consistent processes and audit-ready information.

Better member experiences
Keep members informed through timely, clear and empathetic communication.

Real-time visibility across every complaint

Monitor volumes, timeframes and outcomes through Power BI dashboards, helping teams identify delays, trends and systemic issues earlier.

The complaint lifecycle, end to end

- | 1 | 2 | 3 | 4 | 5 |
|---------------------------------------|--|--|--|--|
| Capture | Triage | Investigate | Resolve | Report |
| Record complaints from every channel. | Prioritise, categorise and assign each case. | Manage tasks, evidence and communications. | Record decisions and communicate outcomes. | Track performance and meet RG 271 reporting obligations. |

CAPTURE & MANAGE

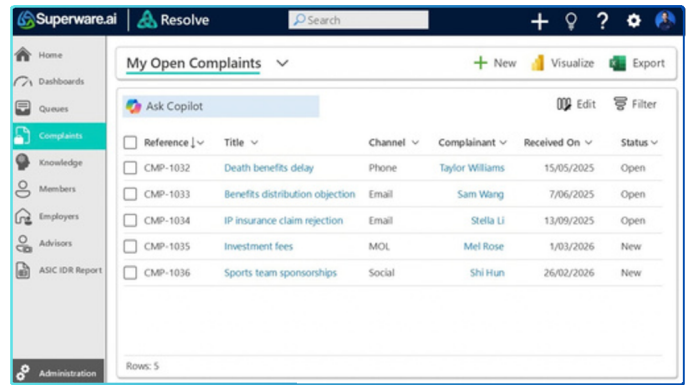
Manage every complaint in one connected place

Manage each complaint as a separate case. Assign ownership, track progress and maintain a complete record from initial contact through to resolution.

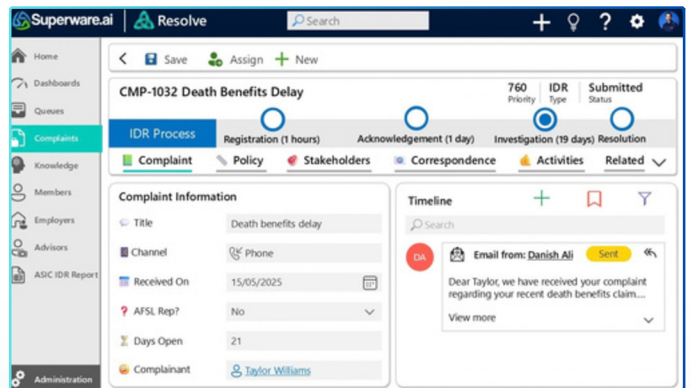
RESOLVE & COMMUNICATE

Structured workflows for timely outcomes

Use automated workflows, SLA targets and notifications to keep cases moving. Send timely updates through email, text, chat and other channels.



Reference	Title	Channel	Complainant	Received On	Status
CMP-1032	Death benefits delay	Phone	Taylor Williams	15/05/2025	Open
CMP-1033	Benefits distribution objection	Email	Sam Wang	7/06/2025	Open
CMP-1034	IP insurance claim rejection	Email	Stella Li	13/09/2025	Open
CMP-1035	Investment fees	MOL	Mel Rose	1/03/2026	New
CMP-1036	Sports team sponsorships	Social	Shi Hun	26/02/2026	New



CMP-1032 Death Benefits Delay

760 Priority | IDR Type | Submitted Status

IDR Process

- Registration (1 hours)
- Acknowledgement (1 day)
- Investigation (19 days)
- Resolution

Complaint Information

- Title: Death benefits delay
- Channel: Phone
- Received On: 15/05/2025
- AFSL Rep?: No
- Days Open: 21
- Complainant: Taylor Williams

Timeline

- Email from: Danish Ali
- Dear Taylor, we have received your complaint regarding your recent death benefits claim...

Built on Microsoft

- Microsoft Power Platform and Dynamics 365
- Runs inside your agency's own Microsoft tenant
- Hosted in Microsoft's Australian data centres
- Aligned to IRAP and Australian government security

Best fit engagements

- Legacy replacement:** moving away from spreadsheets and manual processes
- RG 271 compliance:** supporting consistent, auditable complaint handling
- High-volume teams:** managing workloads and resolution timeframes
- Regulatory reporting:** simplifying ASIC data preparation and export

Faster resolutions
and fewer delays

Stronger compliance
and auditability

Clearer communication
at every stage

Better visibility across
complaint outcomes

About Superware

Superware helps organisations modernise legacy systems and simplify complex processes with Microsoft Dynamics 365, Power Platform, Azure and Copilot.

We do what we say we'll do, on time and on budget, every time.



Superware.ai

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