



Complaints Policy

Effective as of 22nd of January 2026

This document is issued by Catena Digital Pty Ltd (ABN 78 669 901 302 AFSL 566313) trading as Macropod Global (**Macropod**).

Overview

Macropod is committed to providing exceptional service. We understand that issues may arise that impact our customers, industry partners, and community networks. We aim to address your concerns swiftly and fairly. Our procedures for making and managing different types of complaints are set out below. These procedures are intended to comply with our obligations under ASIC Regulatory Guide 271 Internal Dispute Resolution.

All communications regarding complaints are recorded and stored in line with [our Privacy Policy](#).

What is a complaint?

A 'complaint' is defined as: An expression of dissatisfaction made to Macropod, related to its products, services, staff, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected or legally required.

A 'complaint' made about Macropod on a social media channel owned or controlled by Macropod is a 'complaint' under this policy if the above definition is met and the author of the post is both identifiable and contactable.

A general query or comment does not constitute a complaint unless it includes dissatisfaction and requires action or resolution. Survey responses are not a 'complaint'.

How can I lodge a complaint?

Complaints do not need to be lodged in writing. Macropod is happy to receive complaints via the following methods:

- Telephone – 1300 667 889
- Email – hops@macropod.com
- Mail – Macropod, Level 37 259 George St, Sydney, 2000
- Macropod chatbot (once available on the website)

Options available for those who may need additional assistance to lodge a complaint:

- For the Australian Government's free interpreting service, please contact the National Translating and Interpreting Service (TIS) on 1800 131 450, or for further information on the services they offer, please visit [the TIS website](#).
- For people who are deaf, hard of hearing or have a speech impairment, the National Relay Service provides free assistance. For further information on their services, please visit the [National Relay Service website](#).
- For anyone requiring an Auslan interpreter, please access the [National Auslan Interpreter Booking and Payment System](#), or please contact Macropod, and we can assist in making this booking.
- If you have any preferences or questions for how contact you to discuss the complaint, please let us know.

When you lodge a complaint, please include the following information for expedited processing:

- Your name
- How you wish us to contact you
- What your complaint is regarding; and
- What action you are seeking to resolve your complaint

If you wish to grant someone else authority to communicate with us on your behalf, please include this in your initial correspondence, alongside their contact details.

What can I expect after I lodge a complaint?

Step 1. Acknowledgement

- We aim to acknowledge your complaint within one business day of receipt, either by phone or in writing.

Step 2. Initial Assessment

- An initial assessment will be made to determine the nature of your complaint, its urgency and severity, and to determine a possible solution.
- Following this assessment, you will be contacted and informed of the proposed course of action and timing.

Step 3. Investigation

- A Macropod staff member will review the evidence provided regarding the incident or issue raised.
- If appropriate, our complaints team will determine what remediation is needed to address your complaint.
- If this investigation takes longer than 21 days, we will contact you to update you on the status of your complaint.
- We aim to resolve complaints within 30 business days.

Step 4. Final response (IDR Response)

- If the complaint takes more than 5 business days to resolve or you ask for a written resolution. Once the complaint has been resolved, you will receive a confirmation email outlining the final outcome of their complaint. .
- If we have taken steps to resolve the complaint, we will confirm the actions taken
- If your complaint has not been acted on, we will explain our reasons for not acting
- We will explain your rights to escalate your complaint to our external dispute resolution provider, the Australian Financial Complaints Authority (AFCA) and provide their contact details.



What can I do if I am not happy with the outcome?

If you are unhappy with Macropod's response, feel free to the customeradvocate@macropod.com.

Alternatively, Macropod is a member of the Australian Financial Complaints Authority (AFCA), which oversees disputes in relation to our clients.

If we have been unable to resolve your complaint, you have the right to take the complaint to AFCA.

Contact details for AFCA are:

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Policy

GPO Box 3

Melbourne VIC 3001

