

NexPay Pty Ltd

Complaints & Dispute Resolution Policy

ABN 56 153 910 984

AFSL No. 560782

Issue Date: 01 July 2025



1. Introduction

This Complaints & Dispute Resolution Policy outlines how NexPay Pty Ltd ("NexPay", "we", "our", "us") handles complaints in accordance with the requirements of the Corporations Act 2001 and ASIC Regulatory Guide 271.

We are committed to providing financial services efficiently, honestly and fairly. If something has gone wrong, we want to know as soon as possible so we can resolve it quickly and improve our services.

2. How to Make a Complaint

If you have a concern about our services, please contact us using the details below:

Email (preferred): complaints@nexpay.com.au

Please include:

- your full name
- your contact details
- your NexPay reference number (if available)
- a description of your complaint
- any supporting documents

We will acknowledge your complaint promptly upon receipt.

3. Internal Dispute Resolution (IDR) Process

We take all complaints seriously. Our IDR process includes:

- reviewing your complaint thoroughly
- investigating relevant transactions or issues
- contacting internal teams or partners when required
- providing clear updates throughout the process
- issuing a written response outlining our findings

Timeframes:

We aim to resolve all complaints within 30 calendar days, in line with ASIC RG 271.

Some complaints may require more time due to external banking investigations or complex scenarios. If this occurs, we will keep you informed and explain the reason for any delay.

4. External Dispute Resolution – AFCA

If you are not satisfied with our response, or we do not respond within the required timeframe, you may escalate your complaint to the Australian Financial Complaints Authority (AFCA).



AFCA Contact Details:

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

AFCA is a free and independent service available to individuals and small businesses.

5. Assistance

If you require help lodging a complaint, or need support due to language, accessibility or other needs, please email support@nexpay.com.au and we will assist you.

6. Continuous Improvement

We analyse complaint trends to identify root causes and opportunities to improve our products, systems and communication.

We may update this policy from time to time. The latest version is available at www.nexpay.com.au.

7. Contact Us

NexPay Pty Ltd

Level 12, 64 York Street

Sydney NSW 2000

General Support: support@nexpay.com.au

Complaints: complaints@nexpay.com.au

Website: www.nexpay.com.au