



Important Customer Credit Guide and Notice

Francom

Created On: 5 November 2023

Last Updated: 17 July 2025

Version Number	Modified By	Modifications Made	Date Modified	Status
1.0	Operations	Policy Created	05.11.23	Final
2.0	Operations	Update in Policy	03.10.24	Final
3.0	Operations	Policy Review	02.02.25	Final
4.0	Operations	Update in policy.	17.07.25	Final

1 IMPORTANT CUSTOMER CREDIT GUIDE AND NOTICE

Mailing Address	PO Box 242, Parramatta NSW 2124		
Email:	info@francomgroup.com	Telephone	1300 904 938
IDR Manager	Kristy Thompson	T: (02) 8677 5457	E: resolutions@francomgroup.com

ASSISTANCE

Australian Natural Disaster	If you and/or a family member have been affected by a recent Australian Natural Disaster, we urge you to get into contact with us as soon as possible to discuss how we can assist you.
Independent Advice	We suggest you obtain independent financial or legal advice. You can call the National Debt Helpline on 1800 007 007 or the Financial Counselling Hotline on 1800 007 007 to talk to a financial counsellor and get free, independent advice about your situation. We suggest you talk to a lawyer to receive legal advice.
Interpreter Assistance	Our friendly staff speak the following languages: Arabic, English, Greek, Portuguese, Samoan, Spanish Hindi and Punjabi. If you have difficulty understanding English, you may find a list of Interpreters in the Yellow Pages. If you have a speech or hearing impairment, please contact the National Relay Service for assistance and visit relayservice.gov.au .

CONTACT

Contact	Our team will be communicating with you using the following methods: letter, telephone, email, SMS, field calls. Please keep your details with us up-to-date this will be easier for you and for us, so please let us know of any changes.
Call Monitoring	We record all telephone calls for training, monitoring and compliance purposes. If you do not want the telephone call to be recorded, please advise our friendly staff at the beginning of the telephone call.

COMPLAINTS AND RESOLUTIONS

Complaints	We are committed to building good relationships with their customers. If you have any issues with our operations, please send an email to resolutions@francomgroup.com . Alternatively, to lodge a dispute or enquire about our policies and procedures, please contact our Resolutions Team at resolutions@francomgroup.com .
Review	If you are not satisfied with the response you have received from our IDR Manager, Complaints or Resolutions Team, you can request to speak with our Ethics and Compliance Committee.
Statute Barred Debt	We do not collect statute barred debt. If you are unsure whether your debt may be statute barred, please contact our Resolutions Team at resolutions@francomgroup.com .

DEFAULT LISTING

If you are subject to Credit Legislation, the original credit provider may have placed a credit default on your credit file. We will maintain any listed default in accordance with all applicable legislation, including the *Privacy Act 1988*.

We also reserves its rights to list a default against you, in accordance with all applicable legislation.

A default may be recorded using: Equifax (www.equifax.com.au), Illion (<https://www.illion.com.au/>), Experian (www.experian.com.au), Creditor Watch: (<https://creditorwatch.com.au/>).

DISPUTE RESOLUTION POLICY

Internal	We take complaints and disputes seriously and will use their best endeavours to resolve complaints and disputes. Should you have a complaint or concern in regards to your credit contract, including any unforeseen financial difficulty, <u>in the first instance</u> , please contact our IDR Manager using the above details. The IDR Manager will be pleased to assist in resolving your complaint or concern, at no charge.
External	If you are subject to Credit Legislation, after following contact with our IDR Manager, if you are not satisfied with the outcome of the attention given to your complaint or concern, you may wish to contact



	<p>the relevant external dispute resolution scheme, being the Australian Financial Complaints Authority (AFCA). You can contact AFCA by: Phone: 1800 931 678 Mail: GPO Box 3, Melbourne VIC 3001 Email: info@afca.org.au Website: www.afca.org.au.</p> <p>Please note that if you are subject to Credit Legislation and you have completed our IDR process, you may make an AFCA complaint using our Francom Receivables Manager (AFCA Membership Number 45549) or to another Group subsidiary. We suggest you contact us to discuss prior to issuing an EDR complaint.</p>
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<u>PAYMENTS</u>	
Payment Options	We accept the following payment options: Direct Deposit, Credit Card Payments and Bank Cheques. Please contact our office on 1300 904 938 to make a payment, between 9AM and 5:30PM, Monday to Friday. Please do not send cash through the mail. To send a Bank Cheque, please send it to: PO Box 242 Parramatta NSW 2150 and clearly note your reference number or account number on the back of the Bank Cheque.
Overpayments	We suggest you check your account balance before making final payment. You can check your account balance by calling us on 1300 904 938 and giving us your reference number or account number. Any overpayments received will be refunded into your nominated bank account and/or by bank cheque.
Account Closure	If you finalise your debt, we will provide you with written confirmation of your Account Closure.

<u>POLICIES</u>	
Hardship Policy	We take hardships and financial difficulty seriously and are committed to helping customers finalise their accounts in a satisfactory manner. If you are experiencing hardship or financial difficulty, please call us on 1300 904 938 or via email customercare@francomgroup.com . You can also find our Hardship Policy on our website www.francomgroup.com or request a copy by calling us on 1300 904 938. We also suggest you speak with a financial counsellor to obtain independent financial advice.
Privacy Policy	We respect your privacy and are committed to protecting your privacy. We may collect, use and disclose your personal and credit reporting information for purposes associated with providing financial solutions and recovering debt. Our Privacy Policy is available for you to view online at www.francomgroup.com . You can also request a copy of our Privacy Policy by calling us on 1300 904 938.
Training Policy	We are committed to improving their processes and procedures and ensuring that it continues to maintain the highest levels of professional integrity and ethical conduct. See our Training Policy at www.francomgroup.com .
Terms and Conditions	We focus on providing a Client Focused Approach that is pleasant, concise, understanding, and compliant. For more information, please visit our website at www.francomgroup.com .

2 Review of this Policy

This Policy shall be reviewed annually by the Legal and Compliance Officer, Operations Manager and CEO and at any other time considered appropriate by the Managing Director and CEO.