

COMPLAINTS AND DISPUTE RESOLUTION PROCESS



Disputes & Complaints – METER2CASH Solutions adheres to the legislation under the AER Exempt Selling Guidelines and this includes dispute resolution processes.

Queensland is one state that does not have an officially appointed Ombudsman and METER2CASH Solutions is called upon to resolve any disputes or complaints. We will always assist in working through any disputes with you and will communicate these in writing. Please refer to Stage 1, 2 and 3 as part of our dispute resolution process.

STAGE 1

If you have a dispute or complaint, please contact METER2CASH Solutions in the first instance on (07) 3350 5999 (8:30am to 4:45pm Mon – Fri) or email us at disputes@meter2cashesolutions.com.au. After the initial contact, if we have not answered your queries and you believe there is still a dispute we will require you to contact us in writing to ensure we prioritise your dispute/complaint. Please mark your email with high importance and include in the email subject header the words DISPUTE or COMPLAINT.

We will then respond to your query either by phone or in writing within 48hours. Once we receive your written response, we will place your account on hold from debt collection processes until we have investigated and responded to you. Once we have supplied you with a resolved response your account is then off hold and we will continue in accordance with our normal debt processes.

Note: If you have more than one utility billed by METER2CASH Solutions, utilities not in dispute will remain payable by the due date.

STAGE 2

If you are not happy with our Stage 1 response you must again contact us in writing via email or send via post your revised dispute based on the information we provided during Stage 1. Please send your response to disputes@meter2cashesolutions.com.au or PO Box 404 NUNDAH QLD 4012 and request that your query be

escalated to Stage 2 for further verification and explanation with our senior staff and we will respond within 48hours. Again, once we receive your written response we will place your account on hold from debt collection processes until we have investigated and responded. Once we have supplied you with a resolved response your account is then off hold and we will continue in accordance with our normal debt processes.

Additional information is also available through the below Authorities/Legislations:

1. **AER** - <http://aer.gov.au>.
2. **Office of the Commissioner for Body Corporate and Community Management** - If you are an **owner** of the property go to <https://www.qld.gov.au/law/housing-and-neighbours/body-corporate/>
3. **Rental Tenancies Authority** - If you are a **tenant** at the property go to <https://www.rta.qld.gov.au/>

STAGE 3

If after following Stages 1 and 2 and you believe that the dispute has not been resolved to your satisfaction you will need to make an official lodgement with the relevant departments listed below:

1. **QCAT** - <http://www.qcat.qld.gov.au/about-qcat/contact-us>
2. **Justice & Attorney General** - <http://www.justice.qld.gov.au/corporate/contact-us>

Note: Unless you lodge your dispute with one of the above listed departments and provided a case number to METER2CASH Solutions along with full lodgement details in writing, we do not put a hold on your account and continue with our normal processes.

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