

AUSTBROKERS SPT PTY LIMITED

ADDITIONAL CUSTOMER SUPPORT



Where a customer or a third party requires additional support, Austbrokers SPT Pty Ltd provides for the following:

Translating and Interpreting Services

Where practicable, we will provide access to an interpreter if you ask us to, or if we need an interpreter to communicate effectively with you. We will record if an interpreter is used or if there are reasons, we are unable to arrange one.

Additional support

Where a customer or third party requires additional support from someone else (for example a lawyer, consumer representative, interpreter or friend), then we will recognise this and allow for it in all reasonable ways and recognise their authority to act as a support person.

Financial advice/counselling

For free, confidential, and independent financial advice, customers can contact Financial Counselling Australia. Contact can be made by visiting their website.

<http://www.financialcounsellingaustralia.org.au> or through contacting the national financial counselling hotline on 1800 007 007.

DOCUMENT INFORMATION

Review cycle	Annual
Last review date/ reviewer	January 2023
Applies to	This policy applies to Austbrokers SPT Pty Ltd.'s customers requiring additional support

DOCUMENT VERSION CONTROL

Version	Date	Comments
1	01/01/23	Implement