

# Mobility Mutual.

## Complaints Management Policy

Mobility Mutual Ltd

Uber Carshare Pty Ltd

Carshare Support Pty Ltd

Company:	Mobility Mutual Ltd, Uber Carshare Pty Ltd and Carshare Support Pty Ltd
ACN:	653 040 647 (Mobility Mutual), 609 590 463 (Uber Carshare) and 163 596 530 (Carshare Support)
AFSL:	Authorised Representative for AFSL 532540 (Picnic Licensing Pty Ltd ACN: 647 642 117)
Date Updated:	1 August 2023

## 1. INTRODUCTION

- 1.1 Carshare Support Pty Ltd (“**Managing Agent**”) and Uber Carshare Pty Ltd (“**Uber Carshare,**”) have been appointed by Picnic Licensing Pty Ltd (ACN: 647 642 117 AFSL: 532540) (“**Picnic**”), holder of AFSL 532540, as Authorised Representatives for the distribution of Trip Cover and Between-Bookings Cover issued by Mobility Mutual Limited (“**Mobility Mutual**”).
- 1.2 This document sets out the Internal Dispute Resolution (IDR) policy for Mobility Mutual and the Managing Agent in relation to Trip Cover and Between-Booking Cover (‘The Products’) and conforms to the requirements of ASIC RG 271: Internal dispute resolution.
- 1.3 This document only relates to complaints received regarding Mobility Mutual’s products.
- 1.4 Mobility Mutual Ltd and the Managing Agent (together, “**we**”, “**our**” or “**us**”) are committed to effective and efficient complaints management and to fair and transparent dealings in the provision of services to Mobility Mutual’s members.
- 1.5 A complaint is an expression of dissatisfaction made to or about us, related to Mobility Mutual’s products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

## 2. OUR COMPLAINTS MANAGEMENT PROCESS

- 2.1 We take your feedback seriously and will work proactively to investigate and resolve your complaint. If you have a complaint, please contact us by any of the following methods:
  - (a) Email: [support@ubercarshare.com](mailto:support@ubercarshare.com)
  - (b) Telephone: (02) 8035 8000;
  - (c) Post: c/o Uber Carshare Pty Ltd, L30, 580 George Street, Sydney 2000
  - (d) via the ‘Help’ button in the Uber Carshare app or website
- 2.2 Any material relating to our Internal Dispute Resolution (“**IDR**”) process will be provided to you free of charge.
- 2.3 We will collect certain information from you, including:
  - (a) Your name;
  - (b) Your contact details;
  - (c) How you would prefer to be contacted;
  - (d) A description of your complaint; and
  - (e) How you would like the complaint resolved.
- 2.4 We will acknowledge your complaint, generally within one business day, and give you the contact details of the person responsible for dealing with your complaint.

- 2.5 The person responsible for dealing with your complaint will commence their investigation and may require further details from you. Upon completion of their investigation, the person responsible for dealing with your complaint will contact you with an IDR response. This will provide you with information about:
- (a) the final outcome of your complaint at IDR; and
  - (b) your right to take the complaint to the Australian Financial Complaints Authority (“**AFCA**”) if you are not satisfied with the IDR response and how to contact AFCA.
- 2.6 An IDR response is not required to be provided to you when a complaint is resolved by the end of the fifth (5th) business day of receipt of the complaint, where we have:
- (a) resolved the complaint to your satisfaction; or
  - (b) given you an explanation and/or apology when no further action to reasonably address the complaint can be taken.
- 2.7 A written response will be provided if:
- (a) you request a written response; or
  - (b) the complaint is about hardship.

### **3. TIMEFRAME FOR RESOLVING COMPLAINTS**

- 3.1 We endeavour to resolve all complaints as quickly as practicable. Many complaints can be resolved within days or on the spot. We will keep you informed in relation to your dispute and will provide you with an IDR response within thirty (30) calendar days of receiving your complaint.
- 3.2 If we are not able to provide our IDR Response to you on time because your complaint is complex or because of circumstances beyond our control, we will write to you to explain the reasons for the delay, and inform you of your right to complain to AFCA and provide you with AFCA’s contact details.

### **4. IF YOU ARE UNHAPPY WITH OUR RESPONSE**

- 4.1 If your complaint is not resolved to your satisfaction through our IDR process, you have the right to refer your complaint to AFCA. AFCA is an independent and external dispute resolution scheme, of which both Mobility Mutual and the Manager are members.
- 4.2 You can lodge your complaint with AFCA by sending the relevant information and documents to:

**Australian Financial Complaints Authority Limited**  
GPO Box 3  
Melbourne VIC 3001  
Phone: 1800 931 678  
Fax: (03) 9613 6399  
Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: <https://www.afca.org.au/>

## **5. ACCESSIBILITY SERVICES**

- 5.1 We take our commitment to provide accessible services to customers seriously.
- 5.2 If you are deaf or have a hearing or speech impairment, you can contact us on the [National Relay Service](#), a government initiative that offers an Australia-wide phone service for people who are deaf or have a hearing or speech impairment. It's available at no additional charge:
- (a) Talk to text users, please call 133 677 and then ask for (02) 8035 8000;
  - (b) Speak to listen users, please call 1300 555 727 and then ask for (02) 8035 8000;
  - (c) Internet relay users, please [connect to the NRS](#) and then ask for (02) 8035 8000

## **6. CONTACT US**

- 6.1 If you have any questions or would like further information about our complaints handling process, please contact us using the methods set out in section 2.1 above.