

Making a Complaint

PingPong is committed to providing high-quality products and services, and we genuinely value your feedback.

Before lodging a formal complaint, we encourage you to contact our Customer Support Team via live chat, phone, or email. In many cases, we can resolve issues quickly and fairly at this stage.

If our Customer Support Team is unable to resolve the issue to your satisfaction, this page explains how you can make a formal complaint. We are committed to handling complaints in a fair, transparent, and timely way.

There is **no charge** for making a complaint to us.

How to make a complaint

You can contact our Complaints Handling Team in any of the following ways:

- **Email:** complaints@pingpongx.com
- **Live chat:** available via the PingPong web portal

When submitting your complaint, please include:

- Your name
- Your client ID or other identifying information (if applicable)
- How you would like us to contact you (e.g. phone or email)
- Details of your complaint
- What outcome you are seeking

What to expect after lodging your complaint

- Once we receive your complaint, we aim to acknowledge your complaint within 1 business day.
- If you contact us by phone, we may acknowledge your complaint verbally. In other cases, we will usually send a written acknowledgement, taking into account your preferred method of communication where possible.
- We will review and investigate your complaint and aim to resolve it as quickly as possible.
- We may contact you if we need further information.
- We aim to provide a final response within **30 calendar days** of receiving your complaint, explaining our decision, the reasons for it, and any actions taken.
- If your complaint is particularly complex or there are circumstances beyond our control, it may take longer than 30 days. If that happens, we will keep you updated and let you know when you can expect a final response.
- However, if your complaint is resolved within 5 business days, we will not usually provide a written final response unless you request one.

If you are not satisfied with our final response, you may escalate your complaint to our Compliance Department by emailing **AUCompliance@pingpongx.com**.

If we are still unable to resolve your complaint to your satisfaction, or if 30 calendar days have passed since you first made your complaint, you have the right to refer your complaint to the **Australian Financial Complaints Authority (AFCA)**.

AFCA is an independent external dispute resolution scheme that provides free and impartial dispute resolution services to eligible consumers and small businesses.

PingPong AU (Mana Payment Australia Pty Limited) is a member of AFCA. Our membership number is 72840.

You can contact AFCA at:

Australian Financial Complaints Authority

GPO Box 3
Melbourne VIC 3000
Australia

Telephone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au