



Customer Service Charter 2020



Maxxia Customer Service Charter

Who is Maxxia?

Maxxia is one of Australia's leading and innovative providers of salary packaging benefits and novated leasing services. We partner with employers to deliver real benefits and potential tax savings to tens of thousands of people, enabling them to do more with their money.

We are ground-breakers who demand better service, outcomes and ways of doing things. At the heart of all we do are the values that guide our actions, decisions and behaviours. Our purpose is to make our customers' lives easier by:



going above and beyond



making it count



being better together



owning it

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Our Customer Promise

Maxxia's commitment is to support and empower our customers to manage their money with ease. We are dedicated to driving customer centricity and advocacy to retain our industry-high Net Promotor Score (NPS). We were recently reaffirmed by the Customer Service Institute of Australia as an accredited service provider by meeting the 27 critical attributes outlined in the international service standards.

We understand that our customers are busy, and what they need is simple and transparent products and services. That's why we're committed to delivering technology that allows customers to access us when and where they want — whether it's via the Maxxia app or Maxxia Online, social media, over the phone, via email or by using our 24/7 mobile-enabled website, where they can interact via webchat during business hours or at any time with Maxx, our chatbot.

We also understand that salary packaging can seem a little complicated, but we're all about making it easier to understand through personalised customer service, online educational videos and estimated savings calculators. Our specialist teams provide tailored information to customers at each stage in their salary packaging and novated leasing journey. We also have a team of Customer Education Managers who deliver regular onsite help so that customers can learn about the benefits of salary packaging and novated leasing face-to-face.

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Maxxia prides itself on its diversity and inclusion practices and extends these values to customers by ensuring all customers are treated with respect and consideration of their individual needs. Maxxia also provides a telephone interpreter service for all customers, when requested by the customer.

We are committed to delivering on our promises by driving first-contact resolution. Our quality framework is linked to our values to ensure we drive outcomes that are timely and customer centric. Where we are unable to resolve an enquiry in the first instance, we will set clear timeframes on a response.

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Maxxia has created an internal structure where customers can escalate issues which are not resolved to their satisfaction to our Customer EASE team, trained in best practice complaint management practices. For further information regarding Maxxia's complaint management process please refer to our **Complaints and Feedback Policy** on the Maxxia website.

We are proud of the service we deliver, but we also understand that we can always do better. Therefore, we have developed internal and external ways to capture feedback which presents ideas for change, including Customer Satisfaction Surveys, Issue Registers, monitoring of social media feedback and ongoing quality audits.

We have also a continual improvement framework through the business which is headed by our team of innovators, who turn ideas and feedback into actionable insights and advancements.

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Customer Feedback Is Critical to Our Success

Maxxia thrives on customer feedback. If our customers feel that we haven't delivered on our promises, they can provide feedback:

- online at **maxxia.com.au**
- over the phone using our toll-free number **1300 123 123**
- by emailing **info@maxxia.com.au** or **mycarassist@maxxia.com.au**
- in writing to Maxxia, **Locked Bag 18, Collins Street East, Melbourne Vic 3000**
- online feedback sites including Product and Google review
- Social media – Facebook, Twitter, Instagram

Customer Responsibilities

To help Maxxia deliver the highest quality service in a timely manner, we ask that customers:

- contact us to advise of any changes to employment, personal circumstances, or packaging arrangements as soon as possible;
- provide us with open and honest feedback to help us improve our service;
- cooperate with any requests from Maxxia staff, and
- provide complete, timely and accurate information



The Team at Maxxia

 **1300 123 123**  **maxxia.com.au**