



Convenience



Confident Choice



Customer Service



Customer Service Charter

Maxxia Customer Service Charter

Maxxia is one of Australia's leading 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 make confident choices and do more with their money.

Our Promise



- We're committed to **supporting and empowering our customers** to manage their money with ease.
- Our **quality framework** is linked to our guiding value of making a difference to people's lives, ensuring we drive responsive, first-contact outcomes that are accurate, timely and customer-centric.
- We extend our **diversity and inclusion values and practices** to customers to ensure all customers are treated with respect.
- Our **continual improvement framework** is driven by a team of innovators who turn ideas and feedback from Customer Satisfaction Surveys, social media moderating and quality audits into actionable insights and advancements.

Maxxia

1300 123 123 [maxxia.com.au](https://www.maxxia.com.au)

Maxxia Pty Ltd | ABN 39 082 449 036

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We understand that our customers are busy, and what they need is simple and transparent products and services. That's why we're continually updating our digital offering – to give our customers the tools to connect with us and manage their salary packaging accounts when and where they want. This includes:

- The **Maxxia app** and Maxxia Online, where customers can update their details, check balances, claim at any time or simply get in touch
- Our 24/7 mobile-enabled website – customers can webchat during business hours, or at any time with Maxx, our chatbot.

We're also committed to explaining the benefits of salary packaging and novated leasing through a mix of digital and onsite education so that our customers can make confident choices.

Our website (maxxia.com.au) includes easy-to-use calculators, a suite of salary packaging and novated leasing videos and allows customers to join a livestream or schedule a one-on-one appointment at a time that suits them.

With more than 30 years' experience servicing businesses from a wide range of industries across Australia, we are one of the country's most trusted names in employee benefits. Our specialist teams (including Customer Care Consultants, Relationship Associates and Client Services Managers as well as tax, compliance and maintenance specialists) and range of digital tools provide tailored information to customers at each stage in their salary packaging and novated leasing journeys.

This includes our Digital Estimate, a customer-centric solution for novated leasing documents that guides customers through the application process with helpful comparisons, calculators and contextually-relevant information so can be confident that novated leasing is the right choice for them.

Our results speak for themselves. Our rolling Net Promoter Score (NPS) is well above industry standard, while our **Product Review rating** has grown significantly over the last couple of years, and on the back of almost 2,000 5-star reviews, hit 4.5 stars early in 2021.

Customer feedback is critical to our success – and we thrive on it. If our customers feel that we haven't delivered on our promises, they can provide feedback or simply get in touch with us:

- online at maxxia.com.au
- over the phone using our toll-free number **1300 123 123**
- by email for salary packaging info@maxxia.com.au, or for novated leasing, mycarassist@maxxia.com.au
- in writing to Maxxia, Locked Bag 18, Collins Street East, Melbourne Vic 3000
- via online feedback sites including Google review
- via social media – **Facebook, Twitter, Instagram**

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