

Credit Ombudsman Service

Complaint Fee Schedule

April 1

2010

The following complaint fees will apply on and from 1 April 2010. A complaint fee is invoiced according to the fee category applicable at the date of the invoice. Hardship Complaint fees are invoiced in addition to the portion of the complaint not about hardship; if the complaint only regards hardship, then the Hardship category will only apply.

Stage		A 1-3 complaints	B 4 + complaints	Hardship
Enquiries		\$0	\$0	\$0
Registration		\$165	\$165	\$165 Assessment letter - \$250
Referral		\$0	\$500	\$500
Conciliation	Early Case Closure	\$220	\$1,000	Conciliation conference - \$500
	Late Stage/Case Closure	\$550	\$2,500	
Determination		\$2,000	\$5,500	Variation of credit contract - \$500

Additional Fees

Expedited process (for complaints under \$3,000)	\$300
Order (each)	\$200



© Copyright Credit Ombudsman Service Limited 2010

ABN 59 104 961 882

PO Box A252 Sydney South NSW 1235

Complaint Fee Schedule 2010

Members are charged Complaint Fees (Service Fees) for each complaint received and dealt with by COSL.

How are complaint fees calculated?

Complaint Fees are calculated and invoiced based on the number of complaints received about a Member in a membership year, and the stage at which we are able to close the complaint. A membership year is the 12 month period commencing on the effective date of COSL membership or renewal (refer to your membership certificate).

Category A

This fee category will apply for the first three complaints received during a membership year and will only apply if a Member has paid all fees owing by their due date. Otherwise Category B will apply for complaints received for the remainder of the membership year.

Category B

This fee category applies for the fourth complaint, and all subsequent complaints received during a membership year, or if a member has not paid any fees, membership or otherwise, by their due date.

Hardship

Hardship fees will be charged regardless of the number of complaints received per membership year, and will be charged in addition to the complaint registration fee. Hardship fees will also be charged in addition to any other complaint issues other than hardship, if more than one issue other than hardship has been raised.

Expedited

A case with a calculated loss of below \$3000 can be expedited on the request of a Member or a complainant and will be given at COSL's discretion, and the approval of both the Member and the complainant. COSL may also offer the Expedited Process if the complaint meets the rules of the expedited process. This fee will be charged in addition to any fees charged prior to the complaint being expedited.

For further details, refer to 'Expedited Process' under the COSL Rules.

Orders

This fee will apply if the Credit Ombudsman makes an Order requiring a Member to do or to refrain from doing some act in relation to the subject matter of the Complaint. This fee will be charged in addition to any fees previously charged or due to be charged on the closure or escalation of the complaint.

Refer to the COSL Rules for more information on 'Orders'.

Complaint Voucher

1 complaint voucher can be used per membership year for any fees charged for any one complaint received by COSL within that membership year.

Refer to the 'Complaint Voucher Terms & Conditions' for further information.

If you would like more information please contact the Credit Ombudsman Service

Case Management: T 02 9273 8400 E info@cosl.com.au
Membership: T 02 9273 8455 E members@cosl.com.au

Complaint Stage Fees

Complaint fees are billed at the end of each stage, process, or on the closure of a complaint.

The applicable Complaint Fee will be invoiced at the following times:	Category		
	A	B	H
Registration: <ol style="list-style-type: none"> If the complaint is closed before Member Referral; or Once the complaint has been referred to the Member; and/or If a hardship Assessment Letter has been sent. 	\$165 \$165		\$250
Referral: <ol style="list-style-type: none"> If the complaint is closed once referred to the Member; or If the complaint remains unresolved and within COSL's jurisdiction. 	\$0	\$500	\$500
Conciliation: <ol style="list-style-type: none"> Early Case Closure <ol style="list-style-type: none"> If the complaint is closed prior to a comprehensive investigation and Case Summary Late Stage/Case Closure <ol style="list-style-type: none"> At the time of the preparation of a Case Summary by a case manager. Hardship <ol style="list-style-type: none"> At the time the conciliation conference is completed; or At the time we direct a Member to vary a credit contract 	\$220 \$550	\$1000 \$2500	\$500
Determination: <ol style="list-style-type: none"> On the completion of a Determination by the Ombudsman; Anytime during the determination stage, on closure of the complaint; or For hardship cases, at the time we direct a Member to vary a credit contract 	\$2000	\$5500	\$500
Expedited process: At the time the complaint is closed.		\$300	
Order: At the time the Order is issued.		\$200	

If you would like more information please contact the Credit Ombudsman Service

Case Management: T 02 9273 8400 E info@cosl.com.au
Membership: T 02 9273 8455 E members@cosl.com.au

