



ACN 089 892 688 ABN 44 089 892 688
Master Licence no. 409661517

COMPLIANCE POLICY

LCollect is committed to continued compliance with all applicable State and Federal legislation, industry best practice and industry codes of conduct.

This includes, but is not limited to:-

- National Consumer Credit Protection Act 2009 (Cth)
- The Privacy Act 1988 (Cth) and National Privacy Principles
- Competition and Consumer Act 2010 (Cth)
- ACCC / ASIC Debt Collection Guidelines
- Banking Code of Practice

LCollect maintains the appropriate licences to conduct its business in Australia with all operational staff receiving full training in all aspects of compliance with the regulatory and legal requirements of the industry.

We are active members of the [Institute of Mercantile Agents](#) (IMA).

Australian Financial Services Licence (AFSL):

LCollect Pty Ltd.

Licence Number: 430659

Quality Assurance

LCollect is certified under ISO 9001 (2015) Quality Assurance.

To attain this Quality Assurance Certificate, LCollect was reviewed by an external & independent auditor, [Det Norske Veritas \("DNV"\)](#) and uses policies and procedures that are industry best practice.

To maintain quality assurance, LCollect is under a continuous review / auditing program by DNV and is committed to a system of continuous improvement.

This provides our clients with additional reassurance and comfort that we can meet and exceed their expectations and that we have an ongoing commitment to continuous improvement and excellence.