

## Parliamentary joint Committee on Corporations and Financial Services

### Oversight of ASIC, the Takeovers Panel and the Corporations Legislation, 20 October 2023

#### Australian Financial Complaints Authority

QoN no. 7

**Senator SCARR:** Lastly, this caused me concern. A lot of this has caused me concern. Inappropriate debt collection—on page 9 of the report it refers to a financial firm engaging in inappropriate debt collection activity, particularly when contacting third parties.

**CHAIR:** Can I ask, though: the firm and AFCA could not reach an agreement on the two remaining issues. It states that 'given the issues related to privacy, we recommended that the firm seek guidance from the OAIC, reported the matter to the appropriate regulators and closed our file'. What's the company?

**Dr Smith:** We can find that out and take that on notice.

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#### Answer

The firm referred to is Pioneer Credit Solutions Pty Ltd