

# Tyro Accounting Terms and Conditions

## Complaint Handling

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Effective: 28 May 2026

### Resolving Complaints

Tyro Accounting offers our customers an internal complaint and dispute resolution procedure that is: readily accessible; and free of charge. This page explains the internal complaint and dispute resolution procedure at Tyro Accounting.

#### Let's talk about it

The simplest way of solving a problem is to talk to someone about it. If you are unhappy regarding any of our products or services, we would like to hear about it. Our staff are trained to efficiently and courteously deal with all types of problems. Please do not hesitate to contact us if you are not completely happy with any aspect of your dealings with Tyro Accounting.

For the purpose of resolving your complaint, we may ask for your personal information, including your name, contact information and the details of your complaint.

#### How to request the resolution of a complaint or dispute

You can report a complaint about any Tyro Accounting product or service to any staff member of Tyro Accounting. If at all possible, the problem will be resolved immediately. If this is not possible, your problem will be referred to a supervisor or manager. If it relates to the product or service of a related body corporate, we will advise you and escalate the complaint to them with all of the information you have already provided Tyro Accounting. Tyro Accounting can be contacted:

- Phone: 1300 068 976
- Email: [accounting@tyro.com](mailto:accounting@tyro.com)

#### How long will it take?

Frequently, complaints are simply cases of confusion or misunderstanding which can be sorted out to everybody's satisfaction very quickly. However, not all complaints can be dealt with quickly. We aim to have your complaint resolved in a timely manner, but depending on the nature of the complaint, it may take up to 30 days.

If the complaint has not been resolved within 30 days, we will inform you that we need more time to investigate and an expected date for an outcome.

#### How will you notify me of the outcome?

If we cannot resolve the complaint by the end of five (5) business days after receiving the complaint, we will notify you in writing of the outcome.

If this is not in your favour, we will inform you about:

- the reasons for the decision
- the evidence we relied on in reaching our decision
- the consequences of the decision for you
- what further action you can take.

### **What further options do I have?**

Tyro Accounting services are provided by Team Thrive Pty Ltd ACN: 637 676 496, a wholly owned but not guaranteed subsidiary of Tyro Payments Limited ACN 103 575 042 AFSL 471951 (**Tyro**) (Tyro is a member of the Australian Financial Complaints Authority (**AFCA**)). If the complaint relates to a financial service, AFCA provides an external and impartial procedure for resolving disputes. AFCA is free of charge to customers.

If you are not satisfied with the final outcome of your complaint, you may pursue the matter further with AFCA. Once a complaint has been made to AFCA, they will contact Tyro Accounting directly to begin investigations.

You can contact AFCA on:

- 1800 931 678 (free call) or [info@afca.org.au](mailto:info@afca.org.au)
- [www.afca.org.au](http://www.afca.org.au)
- GPO Box 3  
Melbourne VIC 3001

### **Other things you should know**

If the complaint is about how we have handled personal information and you are not happy with the way in which the complaint was handled, you can lodge the complaint with the Office of the Australian Information Commissioner (**OAIC**). The complaint must be in writing and can be lodged online. You can find more information on the OAIC website.

Tyro Accounting is provided by:

**Team Thrive Pty Ltd**

**ABN 15 637 676 496**

**and**

**Team Thrive No 2 Pty Ltd**

**ABN 26 677 263 606 TAN 26262416**

**(both wholly owned but not guaranteed subsidiaries of  
Tyro Payments Limited ACN 103 575 042 AFSL 471951)**

**1300 00 TYRO (8976)**

**cs@tyro.com**