

QUALITY MANAGEMENT AND CUSTOMER SATISFACTION STATEMENT

ORIX Australia Corporation Limited (ORIX) and its executive team are actively committed to the effective and efficient management of customer feedback including compliments and concerns.

We have aligned our framework to the international standard ISO 10002:2014 Quality Management - Customer Satisfaction - Guidelines for complaints handling in organisations.

In doing so we see a number of advantages of adopting this globally recognised best practice standard, including:

- achieving operational efficiency to identify trends and causes of complaints
- ensuring the timely resolution of complaints by adopting a more customer-focused approach
- engaging our staff with new customer service training opportunities
- monitoring and continually improving our complaints handling process
- providing a clear and simple process for our valued customers to provide us feedback
- delivering an effective complaints handling process as not just a customer service tool - but a good governance tool and
- contributing to the improvement of our product and service offerings.

The ORIX Quality Committee has been established to oversee our customer's feedback to the business and consists of senior managers within the ORIX business who have a combined experience of over 50 years in client services. This Committee meets regularly to consider both the concerns and compliments about ORIX and to ensure ongoing compliance with the ORIX Complaints Handling Process. The Committee can also enable change across our business to resolve the concerns of our customers.

In addition to the Committee, we have commissioned a new ORIX Quality Team who acts as the point of escalation for customers in the event they feel their concerns have not been satisfactorily addressed by the ORIX Complaints Handling Process. The Quality Team is an independent national department charged with ensuring our customers are treated fairly and professionally at all times throughout the process. This specialised area carries decades of experience working in consumer advocacy and fair trading practices across a number of public, listed and private industries in Australia and New Zealand.

From top management down, ORIX seeks to achieve high levels of satisfaction in our relationships with customers and we welcome input for feedback and improvement. We have prepared detailed information on our complaints handling process called the ORIX Compliments & Concerns brochure which is available in ORIX OneView or can be issued upon customer request.

Reggie Cabal
CEO
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