

**Aptean Respond**

# RG 271 Compliance Made Easy with Respond NOW



## Here's the Challenge ...

While Australian financial services organisations might be clear on how they should deal with complaints and dissatisfaction, when it comes to achieving compliance and operational efficiency, many still rely on outdated systems, manual processes or workarounds.

From managing acknowledgements to handling vulnerable customers, tracking timeframes, and extracting complaint insights, a systematic approach is recommended to minimise breaches and the associated fines.

## ... here's Respond Now

Respond NOW is a complete complaint management solution designed explicitly for up-and-coming financial services organisations to comply with RG 271 rapidly and cost-effectively. Aptean Respond will help simplify your complaint handling, while ensuring your regulatory compliance and elevating customer experience.

### Key Benefits

#### Pre-configured solution supporting RG 271

- › IDR Data Dictionary
- › Complaint Intake process
- › IDR + EDR Complaint Resolution
- › SLAs and timeframes
- › Reports and Dashboards
- › Letter, email templates

#### Respond Now Offers

- › 14-day trial
- › Consultation Support
- › End-user training
- › Cloud Ready
- › Automatic version upgrades
- › Access to Aptean support desk



# Are You Ready to Learn More?

Contact Us at [respond-enquiries@aptean.com](mailto:respond-enquiries@aptean.com)  
or visit [www.apteanrespond.com](http://www.apteanrespond.com).



## About Aptean

Aptean is one of the world's leading providers of purpose-built, industry-specific software that helps manufacturers and distributors effectively run and grow their businesses. With both cloud and on-premise deployment options, Aptean's products, services and unmatched expertise help businesses of all sizes to be Ready for What's Next, Now®. Aptean is headquartered in Alpharetta, Georgia and has offices in North America, Europe and Asia-Pacific.

To learn more about Aptean and the markets we serve, visit [www.aptean.com](http://www.aptean.com).