

Guided Resolution

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BFP Member Benefit & Special Pricing Arrangement

Business Name

GUIDED RESOLUTION

Guided Resolution has purpose built an online platform called 'Guided Compliance' to cover ASIC's new regulatory requirements. Website: [Link](#)

Synopsis of Business

Many AFSL holders tell us that they're frustrated and feel overwhelmed by ASIC's compliance headaches, because their time is better spent growing their businesses.

Along comes RG 271 (Internal Dispute Resolution), where inaction is not an option because it's a core license obligation that comes with the force of law.

ASIC gave licensees 15 months to get up to speed, so they're not expecting same old. It comes to a head on 5th October.

They're encouraging complaints under a new definition and your customers will be ASIC's canaries in the coal mine. You must have the infrastructure and back-end sorted in case they come knocking.

So, we've purpose built an online platform that's easy-to-use and is custom made for finance firms to meet 271's tightened requirements in a customer-centric way.

What this means for you is that you don't have to allocate resources of people, time, or money to appease ASIC, or call their bluff with a 'wait and see' approach.

It also means there's visible proof to ASIC and your customers of an unbiased process that tracks, records and gathers data.

It's peace of mind and inexpensive insurance against fines and penalties for non-compliance and risking your license.

Product/Service Description

We help financial firms take the pain out of complying with new ASIC directives under RG 271 by automating complaints handling with a simple-to-use online portal that provides visibility to ASIC and your clients. Key features include:

- **Ready history** – generates a running record of all interactions in the one spot so you don't have to dig up email threads.
- **Anytime, anywhere 24/7** – provides customers with the speed and convenience of logging their issues outside business hours.
- **Dashboard and reporting** – instant progress updates and board reports gives you comfort that you'll never be scrambling to find information or data.

BFP Pricing Arrangement

Guided Resolution would like to add value to members and make it easier for the BFP community to gain access by offerings savings of 50% on our 'Be Ready' Plan.

As a BFP member, you will receive one free month and then pay **only \$49 p.m.** for the following 12 months to know that you've got RG 271 and your license covered.

Process to Access Offer

[Click here to register your interest](#) – or contact Ross Paull

Business Representative Details

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