

TRADE PRACTICES ACT 1974

VARIATION TO UNDERTAKING GIVEN TO THE AUSTRALIAN COMPETITION AND CONSUMER COMMISSION FOR THE PURPOSES OF SECTION 87B

BY

**ALLIANCE FACTORING PTY LTD
(ACN 087 411 461)**

BACKGROUND

1. On 17 August 2005, the ACCC accepted an Undertaking from Alliance Factoring Pty Ltd in accordance with section 87B of the Act (the Undertaking).
2. The Undertaking imposes an obligation on Alliance Factoring to establish a complaint handling procedure for dealing with debtors who question or deny that they owe a debt to Alliance.
3. In response to ongoing complaints about disputed debts since the Undertaking came into effect, Alliance has particularised and upgraded its complaint handling procedure. The new procedure is the subject of the variation now offered by Alliance to the ACCC.

COMMENCEMENT OF VARIATION OF UNDERTAKING

4. This variation comes into effect when
 - (i) the Variation is executed by Alliance Factoring; and
 - (ii) the ACCC accepts the Variation so executed.

VARIATION TO UNDERTAKING

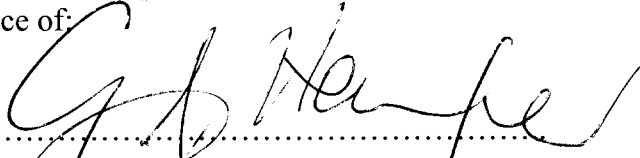
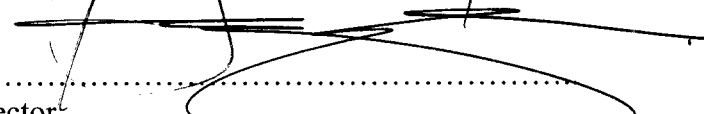
5. The following clause replaces clause 10.1(c) of the Undertaking:
 - (c) to implement an improved internal dispute resolution process, details of which have been provided to the ACCC. Its key features include the following:
 - A dedicated dispute resolution team
 - Step by step procedures, capable of more effective evaluation/rectification
 - Shorter and tighter timelines of determination of outcomes.

ACKNOWLEDGEMENTS

- 6. Alliance Factoring acknowledges that the ACCC will make this variation available for public inspection.
- 7. Alliance Factoring further acknowledges that the ACCC will from time to time publicly refer to this variation.


IN WITNESS OF THIS VARIATION

Executed by **ALLIANCE FACTORING PTY LTD**)
(ACN 087 411 461) in accordance with section)
127(1) of the Corporations Act 2001 in the)
presence of:)

.....
Director 
.....
Director 
.....

This 21st day of February 2007

Accepted by the **AUSTRALIAN COMPETITION AND CONSUMER COMMISSION**
pursuant to section 87B of the Trade Practices Act 1974


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(Graeme Julian Samuel)
Chairman
Australian Competition and Consumer Commission

This 27th day of February 2007