

Terms & Conditions



**Thank you for allowing us to share your story on our website (pioneercredit.com.au).
Please take a moment to review the following terms and conditions.**

Purpose:

We are conducting interviews to highlight the inspirational stories of customers who closed their accounts with us. Your story is important and may help someone who is struggling with debt stress. The interview will be conducted by the Account Manager who helped you with your Pioneer Account and a member from our Digital and Customer team who is responsible for writing the content.

Availability & Selection:

The Operations team is available Monday to Friday from 9am to 6pm (AEST). You can select the date and time as well as the contact method (either via home phone, mobile or online meeting). We have a limited number of places available and only the selected customers will receive a reply to book an interview date and time.

Confidentiality:

We're committed to protecting your privacy, so if you wish to remain anonymous, we will honour that. Your responses will be used to create the story, but we will be careful not to use any personally identifiable information.

Recording Interviews:

We will record the interview conversation for the sole purpose of telling your story accurately. These recordings will be used by our Digital and Customer team to ensure an accurate representation of your journey with Pioneer. The recorded interviews will be accessible only to authorized members of the team who are directly involved in creating the content for the website.

Voucher:

Following your approval, we will send you a \$50 Visa e-voucher within 7 business days to thank you for participating.

Thank you for your participation:

I acknowledge that I have read and understood the privacy information regarding the interviews. I agree to the terms and conditions outlined therein and give my consent for the interview process, data collection and use of information as described.