

## Our Dispute Resolution Policy

Our reputation is built on matching the appropriate product(s) to the individual's requirements as well as the service we offer. We go to great lengths to ensure satisfaction with our services and offerings. However, there may be instances from time to time, where clients may be dissatisfied with the outcomes of our consultation process or the service received.

If you have a complaint about the service that we provide, the following steps or avenues for resolution are available to you:

### Step 1

Most complaints arise from miscommunication and can usually be fixed quickly. So, please contact the finance consultant involved first and tell them about your concerns.

### Step 2

We pride ourselves on the company's reputation, and want to ensure that all concerns and complaints are fully documented, investigated and resolved in a timely manner. So, if the issue is not satisfactorily resolved within 5 working days by talking with our finance consultant, we will apply our internal complaints process to manage our complaint appropriately. In this instance the complaint will be internally escalated to our Complaints Contact Person. You may also contact our main office on (08) 83 600 200 and ask to speak with our Complaints Contact Person directly.

You can also:

Email the Complaints Contact Person at [comments@assuredhomeloans.com.au](mailto:comments@assuredhomeloans.com.au)

Fax the Complaints Contact Person a letter to (08) 8367 9777

Send a letter or visit the Complaints Contact Person at 1 Northcote Terrace, Medindie SA 5081

By using our internal complaints process we hope to assist you to resolve your complaint quickly and fairly. The maximum timeframe in which to provide a response to you is 45 days, although in pursuit of best practice and the reputation of our organisation, we aim to resolve these issues in a much shorter time frame.

### Step 3

Although we try hard to resolve a customer's concern in the most considerate and direct manner, sometimes it may need to be referred to a dispute resolution scheme, which is external to our organisation. Therefore, if you are not completely satisfied after the above steps have been attempted, you still have other avenues available to resolve the dispute.

This external dispute resolution process is available to you, at no cost. The details of our External Dispute Resolution Scheme are as below:

Financial Ombudsman Service (FOS)

GPO Box 3, Melbourne VIC 3001

Phone: 1300 78 08 08

Fax: (03) 9613 6399

Website: [www.fos.org.au](http://www.fos.org.au)