

CREDIT OMBUDSMAN SERVICE

CONSUMER



CREDIT OMBUDSMAN SERVICE LIMITED

The Credit Ombudsman Service is an external dispute resolution (EDR) scheme established by Credit Ombudsman Service Limited (COSL).

Can we help?

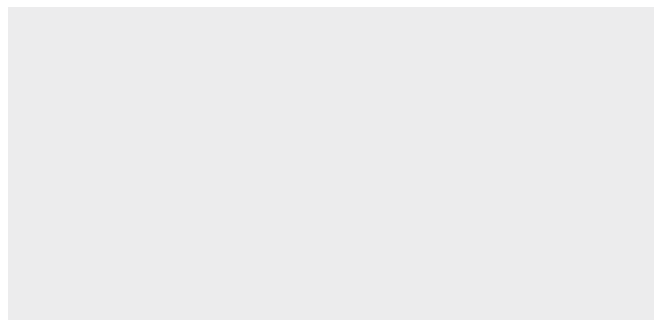
We are a member of the Credit Ombudsman Service, an independent and impartial complaint resolution scheme approved by the Australian Securities and Investments Commission.

Being a member of the Credit Ombudsman Service shows our commitment to providing our clients with the highest level of personal service and professionalism.

If for any reason you're not satisfied with our service or have a complaint, we'd like very much to hear from you.

How to contact us?

If we've not met your expectations, please write, email or phone us and we will try to sort it out as quickly as possible.



What if we can't help?

If for any reason we can't solve the problem, you may wish to contact the Credit Ombudsman Service.

It is a free and independent service that aims to assist members and their clients to resolve complaints.

When the Credit Ombudsman Service receives a complaint, it impartially assesses the information provided by the parties and allows each party to respond. The Credit Ombudsman can make a final decision if a resolution cannot be achieved.

You will need to discuss your complaint with us before the Credit Ombudsman Service will hear it. There are rules that set out the types of complaints it can deal with. If you would like more information please contact us or call the Credit Ombudsman Service.

For more information visit
www.creditombudsman.com.au
or call 1800 138 422