

# Complaint Process Information Sheet

Finsure Finance & Insurance Pty Ltd (Australian Credit Licence: 384704)

Our focus is on providing the highest industry standard of service, therefore we are always keen to know what our customers think we do well or where we could improve.

We are committed to the effective handling of complaints and timely resolution of disputes. The purpose of this document is to describe ways in which you can raise your concerns and how we will respond.

## Receiving complaints and the complaint process

If you have a complaint or a dispute you can either contact your broker or express your concern directly with Finsure. You should explain the details of your complaint as clearly as you can. You may do this verbally or in writing.

You can communicate your complaint with the Finsure Complaints Officer using the following methods

<b>Phone:</b>	1300 346 787
<b>Email:</b>	compliance@finsure.com.au
<b>Mail:</b>	Level 14, 74 Castlereagh Street, Sydney NSW 2000

When we receive a complaint, we will attempt to resolve it promptly. Upon receipt we will contact you if any further information is needed. Once all information is available, we will investigate the matter thoroughly and inform you of the outcome as soon as possible.

We will keep you updated of the progress throughout the process. If resolution takes longer than five (5) business days we will provide you with a written final response no later than 45 days from the date of the complaint.

If a resolution cannot be achieved within 45 days, we will provide a written explanation as to the reason.

## Our external dispute resolution scheme

If we do not reach agreement on your complaint, you may refer the complaint to an ASIC Approved External Dispute Resolution (EDR) Scheme. Our external dispute resolution provider is CIO (Credit and Investments Ombudsman Limited).

<b>Phone:</b>	1800 138 422
<b>Fax:</b>	02 9273 8440
<b>Website:</b>	<a href="http://www.cio.org.au">www.cio.org.au</a>
<b>Mail:</b>	Credit and Investments Ombudsman Limited PO Box A252 Sydney South NSW 1235

External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.