

## Customer Feedback

### **We are here to listen to you**

If you have a compliment or complaint about the services provided to you by AAA Financial, you should contact us.

#### By phone

Please phone our national toll-free number: **1800 815 439**

If we are unable to resolve the matter over the phone we may ask you to put it in writing.

#### In writing

Send us the full details, including any supporting documents and evidence, and explain what you would like us to do. Please address this information to:

**The Manager**

**AAA Financial Corporation Pty Ltd**

**GPO Box 2629, Brisbane QLD 4001**

**Fax: 07 3211 8333**

**Email: [info@aaafin.com.au](mailto:info@aaafin.com.au)**

#### In person

We would welcome the opportunity to meet with you at our office:

**Level 5, 138 Albert Street, Brisbane QLD 4000**

## Our commitment to you

### **Your concern is our concern**

AAA Financial is committed to dealing with any feedback from our customers by:

- Listening carefully to what you tell us;
- Being accurate and honest in talking to you about our products and services; and
- Responding to any complaints or concerns you have with us.

## Compliment

AAA Financial aims to give you the best service possible – with our loan products and process, our telephone manner and above all, our service. We want to reward our team members who are outstanding.

Let us know who they are and why they were so good to you.

## Complaint Resolution

AAA Financial aims to resolve your complaint quickly and fairly. We are committed to fair and prompt dealings of all complaints and will undertake the following procedures in relation to your concerns:

- a. Acknowledgement receipt of your complaint will be sent within 24 hours advising of an appropriate time frame in which AAA Financial will respond (not more than 48 hours).
- b. Complaints may be handled by the relevant Department Manager, however if the matter is serious or requires further attention, it will be referred to the Manager.
- c. Investigate all circumstances of your complaint during the designated period. If AAA Financial does not have sufficient information we will contact you or other relevant third parties seeking the required documentation.
- d. Respond to you within the required time frame providing full analysis and more importantly a decision and resolution to your complaint.
- e. Following issuance of the complaint response, AAA Financial may contact you by telephone (if required) to further discuss the outcome and any other matters which need attention.

In the unlikely event you do not get a satisfactory outcome, you will have the right to complain to AAA Financial's External Complaint Resolution body:

**Credit Ombudsman Services Limited**

**Telephone: 02 9273 8400 Fax: 02 9273 8440**

**Post: PO Box A252, Sydney South NSW 1235**

**Email: [info@creditombudsman.com.au](mailto:info@creditombudsman.com.au)**

**Web: [creditombudsman.com.au](http://creditombudsman.com.au)**