

Feedback and complaint process

Aussie Mortgage Solutions Pty Limited A.B.N. 26 447 056 8696 869

Australian Credit Licence N 392 209

We will provide the highest standard of service and are always happy to know what we can improve through your feedback.

We take feedback and complaints seriously and resolve disputes promptly.

Below we outline the steps required to address your concerns.

Providing feedback and our complaint process

When you have feedback or a complaint, you can either contact your broker or express your concern directly to Aussie Mortgage Solutions Pty Limited. Please explain the details of your complaint clearly.

You can do this via phone, email or mail in writing.

You can communicate your complaint with the Aussie Mortgage Solutions Pty Limited Complaints Officer using the following methods:

Complaint contact:

Mr Nick Bourov

Director

Aussie Mortgage Solutions Pty Limited

721 Glenhuntly Road

CAULFIELD SOUTH VIC 3162

Business: (03) 9523 5300

Fax: (03) 8692 6517

Email: nick@mortgagesolutions.com.au

Mail: 721 Glen Huntly Rd Caulfield South VIC 3162

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

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

Our external dispute resolution scheme

When we do not resolve your complaint, you may refer the complaint to an ASIC Approved External Dispute Resolution provider.

Financial Ombudsman Service (FOS) Australia is our external dispute resolution provider.

Contact the Financial Ombudsman Service (FOS) Australia:

Phone:

1800 367 287

Email: info@fos.org.au

Website:

<https://www.fos.org.au>

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