

## ACTIVE MONEY'S FEEDBACK AND COMPLAINT POLICY

*Please tell us if you have any concerns or complaints about us or our services.*

We at Active Money are committed to providing excellent service. To do that we need to know where things are going wrong, and we need you to help us.

Please tell us about any concerns, problems or complaints you may have about us or our services. We also welcome any helpful comments or compliments you may want to make about our staff or services.

We take your feedback seriously, as we think it is the best way for us to identify and correct our problems, all of which will help improve our service to you.

*Talk to us first!*

Please call us on **1300 690 227** and let us know about your problem or complaint. We will try to resolve your problem right away, and if we cannot, we will take steps to get the problem resolved as quickly as possible. We will acknowledge receipt of your written (mail/fax/email) complaint within 48 working hours. We will seek to provide a fair and reasonable resolution in a welcoming and courteous manner at the first contact. In the event we are unable to resolve your complaint at first contact, we will explain why and give you a timeframe if at all possible. We will also advise you of our follow up processes to keep you informed of the progress of your complaint.

**[complaints@activemoney.com.au](mailto:complaints@activemoney.com.au)** – Complaints.

If you have a complaint that you would like resolved, you can e-mail this address. Please provide your full name, contact phone number, your address and details of your complaint. You can also send us a letter detailing your concern or complaint to:

**Complaints Team**  
**P.O. Box 303**  
**Rye VIC 3941**

*Remember - we are always happy to provide you with a written response, all you need to do is ask.*

### Escalating your complaint

If you are not satisfied with the way we have addressed your complaint, you can contact the Credit Ombudsman Service Limited on 1800 138 422. Full information about this service is available from their website: **[www.cosl.com.au](http://www.cosl.com.au)**