

## How to lodge a complaint

### By phone

Please call our national number: **13 80 10**

### In writing

Send us the full details, including any supporting documents, and explain what you would like us to do.

Please address this information to:

**Customer Resolution Team**  
**La Trobe Financial Services**  
**GPO Box 2289, Melbourne VIC 3001**  
**email: [customerresolution@latrobecfinancial.com.au](mailto:customerresolution@latrobecfinancial.com.au)**  
**Fax: (+61) 3 8610 2289**

## Our commitment to you

### Your concern is our concern

La Trobe Financial is committed to dealing with any complaints 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
- Addressing any complaints or concerns you have with us.

## Complaint resolution

La Trobe Financial will undertake the following process in relation to your complaint or concern:

- We will acknowledge receipt of your complaint within 1 business day advising of an appropriate time frame in which La Trobe Financial will respond (not more than 21 days);
- Complaints may be handled by the relevant customer service representative. However if the matter is serious or requires further attention, it will be given priority to ensure a quick and effective resolution;
- Complaints will be escalated to our Customer Resolution Team should the Account Manager not resolve your complaint by the 4th business day after it is received;
- We will investigate all circumstances of your complaint. If La Trobe Financial does not have sufficient information we will contact you or other relevant third parties seeking the required documentation or information;
- We will respond to you within the time frame specified in our original acknowledgment which outlines our decision and why we have reached the particular decision; and
- After we have sent you a response to your complaint, we may contact you to further discuss the outcome and any other matters which need attention relating to your complaint or concern.

We value your privacy. Our Privacy Policy can be viewed on our website at [latrobecfinancial.com.au](http://latrobecfinancial.com.au)

In the event that you do not get a satisfactory outcome, you have the right to complain to La Trobe Financial's External Dispute Resolution body:

**Australian Financial Complaints Authority (AFCA)**  
**Phone: 1800 931 678 (free call)**  
**In writing to: AFCA, GPO Box 3, Melbourne VIC 3001**  
**Email: [info@afca.org.au](mailto:info@afca.org.au)**  
**Website: [www.afca.org.au](http://www.afca.org.au)**

## Language aid

If you have trouble understanding this pamphlet, we can provide you with a copy in one of the languages below.

如果理解這份小冊子有困難，建議您請翻譯幫忙。

Se hai problemi a comprendere questo opuscolo ti consigliamo di farti aiutare da un traduttore.

Nếu đọc tài liệu này mà không hiểu, chúng tôi khuyên quý vị hãy nhờ thông/phiên dịch viên giúp đỡ.

Αν έχετε πρόβλημα με την κατανόηση αυτού του φυλλαδίου, σας συνιστούμε να ζητήσετε τη βοήθεια μεταφραστή.

إذا واجهتم مشكلة في استيعاب هذه النشرة، فننصحكم بطلب المساعدة من مترجم.