

Compliments
or complaints
– help us help you

Customer feedback



To address your complaint

By phone

Please phone our national toll-free number:

1800 707 707

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:

Chief Operating Officer

La Trobe Financial Services

PO Box 403, Traralgon VIC 3844

fax: 03 5177 1676

email: bford@latrobefinancial.com.au

In person

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

Melbourne: Level 25, 333 Collins Street

Traralgon: Level 1, 11 Seymour Street

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
- Responding to any complaints or concerns you have with us.

Complaint resolution

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

- a. Acknowledgement receipt of your complaint will be sent within 72 hours advising of an appropriate time frame in which La Trobe Financial will respond (not more than 21 days).
- 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 Chief Operating Officer.

- c. Investigate all circumstances of your complaint during the designated period. If La Trobe 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, La Trobe 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 La Trobe 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

web: creditombudsman.com.au

The La Trobe Financial difference

We at La Trobe Financial would like to think we do get it right most of the time – with our documentation, our telephone manner and above all, our super friendly service.

When we do, our team members like to hear about it. Again, let the Chief Operating Officer know by phone, email or see us personally.

We want to reward our team members who are outstanding. Let us know who they are and why they were so good to you!

Brian Ford, Chief Operating Officer

La Trobe Financial Services

PO Box 403, Traralgon VIC 3844

fax: 03 5177 1678

email: bford@latrobefinancial.com.au

Language aid

If you have trouble understanding this pamphlet, we advise you to seek the help of a translator.

如果理解这份小册子有困难，建议您请翻译帮忙。

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.

如果理解這份小冊子有困難，建議您請翻譯幫忙。

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

National Service Centre
Level 1, 11 Seymour Street
Traralgon VIC 3844

Enquiries

t: 1800 707 707 • f: 03 5177 1678
e: info@latrobefinancial.com.au
w: latrobefinancial.com.au

