

## **INTERNAL DISPUTE RESOLUTION AND COMPLAINTS HANDLING**

**Auto Link Finance Pty Ltd ABN: 11 146 298 866**

Auto Link Finance Pty Ltd ("AUTO LINK FINANCE PTY LTD") is committed to client service and satisfaction.

### **What if I have a complaint?**

AUTO LINK FINANCE PTY LTD has developed internal dispute resolution procedures to assist you to resolve a complaint or dispute about our services. Our internal dispute resolution procedures are free of charge.

We are also a member of an independent approved external dispute resolution scheme, called Credit Ombudsman Service Ltd

### **How to make a complaint**

In the first instance, please contact Vince Provenzano to submit your complaint. We would like to be the first to know if you are not happy with our services. You can contact us verbally or in writing. Vince may request you to provide certain documents and other information to fully understand your complaint and the remedy you are seeking.

### **Auto Link Finance's response**

We will:

- (a) Confirm receipt of your complaint within 3 days; and
- (b) Endeavour to resolve your complaint within 7 days. If your complaint is complex, we will endeavour to resolve it within 14 days.

If resolution of your complaint is not likely within these timeframes, we will keep you informed at regular intervals about the progress of our investigations and response.

### **What if I am still not satisfied?**

If you are still not satisfied with the outcome, you have the option at any time to contact the Credit Ombudsman Service Ltd on 1800 138 422 or visit [www.csol.com.au](http://www.csol.com.au)