



INTERNAL DISPUTE RESOLUTION AND COMPLAINTS HANDLING

Auto Link Finance Pty Ltd ABN: 11 146 298 866

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 Australian Financial Complaints Authority.

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 an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)¹

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001