

**AboutHomeloans.com.au Pty Ltd trading as Abouthomeloans.com.au**

ACN 114 553 294 ABN 21 114 553 294

AUSTRALIAN CREDIT LICENCE NUMBER 382713

**INTERNAL DISPUTE RESOLUTION (IDR)**

Should you have a complaint we will do the best to resolve it via our INTERNAL DISPUTE RESOLUTION process.

Complaints can be made by contacting our Complaints Contact person – Barry Elmslie

- By email: [barry.elmslie@abouthomeloans.com.au](mailto:barry.elmslie@abouthomeloans.com.au)
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- By written letter: PO BOX 1005 SUBIACO WA 6904
- By facsimile: (08) 9341 8843
- By telephone: (08) 9341 8829
- In person: 112 B Northstead Street, SCARBOROUGH WA 6019

We will endeavour to deal with your complaint as quickly as possible.

**EXTERNAL DISPUTE RESOLUTION (EDR)**

Abouthomeloans.com.au is a member of an independent external dispute resolution scheme, the Credit and Investment Ombudsman (CIO). If at any time, you feel your complaint remains unresolved or you wish CIO to further investigate your complaint, you can contact CIO as detailed below:

**CREDIT AND INVESTMENT OMBUDSMAN**

- Internet: [www.cio.org.au](http://www.cio.org.au)
- Email: [info@cio.org.au](mailto:info@cio.org.au)
- Postal: PO BOX A252 SOUTH SYDNEY NSW 1235
- Telephone: 1800 138 422
- Facsimile: (02) 9273 8440