

Dispute resolution and complaints

We are a member of the Credit Ombudsman Service, an independent and impartial complaint resolution scheme approved by the Australian Securities and Investments Commission.

Being a member of the Credit Ombudsman Service shows our commitment to providing our clients with the highest level of personal service and professionalism.

Whilst we always strive to provide the best possible service, we understand that there may be times where you are not satisfied. If this occurs, and you wish us to do something about it, we have a formal process in place to address your concerns.

Internal Dispute Resolution

If you do have a complaint, please call, email or write to the Complaints Officer;

**Hatch Financial Services
409a Wattletree Road
MALVERN EAST VIC 3145**

**Phone: 1300 442 824
Email: info@hatchfs.com**

Please make sure you include as much information as you can and explain the details of your complaint as clearly as you can. When we receive a complaint, we will attempt to resolve it promptly.

External Dispute Resolution

If for any reason we can't solve the problem, or you are not satisfied with how we have handled your complaint, you may wish to contact the Credit Ombudsman Service to make a formal complaint - our External Dispute Resolution (EDR) Scheme Provider.

It is a free and independent service that aims to assist members and their clients to resolve complaints. The EDR Scheme provider contact details;

**Credit Ombudsman Services Limited
P O Box A252
SYDNEY SOUTH NSW 1235
Phone: 1800 138 422 or visit www.creditombudsman.com.au**