

Customer Feedback

Compliments or complaints – help us help you

How to address a complaint

We will try our very best to address your concern

By phone

Please call our national number:

13 80 10

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
GPO Box 2289, Melbourne VIC 3001
email: rdonohoue@latrobefinancial.com.au

In person

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

Melbourne: Level 25, 333 Collins Street
Sydney: Level 18, Chifley Tower, 2 Chifley Square

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
- Addressing 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:

- We will acknowledge receipt of your complaint within 72 hours advising of an appropriate time frame in which La Trobe Financial will respond (not more than 21 days);
- Complaints may be handled by the relevant Department Manager. However if the matter is serious or requires further attention, it will be referred to our Chief Operating Officer;
- We will 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 or information;
- We will respond to you within the required time frame providing full analysis and more importantly a decision and resolution to your complaint; and
- 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.

We value your privacy. Our Privacy Policy can be viewed on our website at latrobefinancial.com

In the unlikely event that you do not get a satisfactory outcome, you have the right to complain to La Trobe Financial's External Dispute Resolution body:

Australian Financial Complaints Authority (AFCA)

Phone: 1800 931 678 (free call)

In writing to: AFCA, GPO Box 3, Melbourne VIC 3001

Email: info@afca.org.au

Website: www.afca.org.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!

Chief Operating Officer
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Language aid

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

如果理解這份小冊子有困難，建議您請翻譯幫忙。

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.

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