



OZ PREMIUM FINANCE

Complaints Handling Policy

1. Introduction

In this Complaints Handling Policy, 'OZP', 'we', 'us', and 'our' means OZ PREMIUM FINANCE PTY LTD ABN 55 666 232 319 and/or OZ PREMIUM NOMINEES PTY LTD ACN 670 307 543 as trustee of OZ PREMIUM FUNDING TRUST ABN 91 544 188 182.

2. Complaints & Feedback

We understand that complaints are one way our clients let us know that we have not met their needs or expectations, and that this communication is invaluable in allowing us to focus on improving the way in which we do business with you.

We believe the procedures adopted by OZP will ensure any customer concerns are dealt with in an efficient and timely manner allowing OZP to provide the highest standard of service to our customers and preserve valued customer relationships.

Our team will review your feedback and work with you to reach an outcome. All complaints will be processed promptly and at no charge to you. You will be informed of the outcome and how this was reached.

Unless there are exceptional circumstances, we are committed to responding and resolving your complaint within 30 days. If your complaint is complex, and remains unresolved after this time, we will send you an explanation of why we are unable to make a final response. In this case we will provide you with the reasons for the delay and a specific date when a decision can be reasonably expected.

If you are not satisfied with the outcome provided, you may refer the matter to the Australian Financial Complaints Authority (AFCA) for resolution.

AFCA is an independent body offering free, accessible and fair complaint resolution to customers unable to resolve their complaints directly with their financial services provider.

Telephone: 1800 931 678 (Free call within Australia)

Email: info@afca.org.au

Write to: Australian Financial Complaints Authority Limited, GPO Box 3, Melbourne VIC 3001

You can also lodge a complaint online via the AFCA website at www.afca.org.au.

3. Contact us

Telephone: 1300 570 407

Email: info@ozpremiumfinance.com.au

Alternatively, you can contact us via:

Oz Premium Finance Pty Ltd
Postal address: 67 King William Road, Unley SA 5061

Oz Premium Finance Pty Ltd

ABN: 55 666 232 319

Call us on 1300 570 407 or email us at info@ozpremiumfinance.com.au