



This IDR service is provided to you free of charge

The Sydney Home Loan Centre – ABN 36 098 864 521

At The Sydney Home Loan Centre we believe that it is essential for our customers to be able to identify and deal with a broker who has the ability, authority and proper training to hear and respond appropriately to any complaints or disputes.

We are a member of the Mortgage & Finance Association of Australia (MFAA) and as such we are also subject to the requirement to have in place an Internal Dispute Resolution procedure.

Receiving complaints

You can lodge complaints by contacting Rocky Warren, the Complaints Officer by:

- telephoning 02 9571 4588
- e-mailing rocky@tshlc.com.au
- writing to G10/55 Miller Street, PYRMONT NSW 2009

or by speaking to any representative of our business who will refer you to the Complaints Officer.

You should explain the details of your complaint as clearly as you can. You may do this verbally or in writing.

When we receive a complaint, we will attempt to resolve it promptly. We hope that in this way we will stop any unnecessary and inappropriate escalation of minor complaints.

We will observe the following principles in handling your complaint:

1. there is no requirement for face-to-face contact between you and us, although it may be useful for us to come to a satisfactory resolution;
2. we expect that both parties will make a genuine attempt to resolve a complaint promptly;
3. we expect that both parties will provide all essential and relevant information, documents, written statements and any other materials that may properly and reasonably be believed to assist in resolving the complaint;
4. we expect that both parties will comply with all reasonable requests from the other party to provide information within a reasonable time frame.

Keeping you informed

As a part of The Sydney Home Loan Centre's Internal Dispute Resolution Scheme, the complaints officer will;

- Immediately acknowledge receipt of the complaint.
- Final response to the complaint will be sent within a maximum of 21 or 45 calendar days, depending on the type of complaint.
- If a delay occurs, you will be informed immediately of the reason for the delay.

Our external dispute resolution scheme

If we do not reach agreement on your complaint, you may refer the complaint to an ASIC Approved External Dispute Resolution (EDR) Scheme. Our external dispute resolution provider is COSL (Credit Ombudsman Services Limited) phone 1800 138 422, www.cosl.com.au

External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.