



Cash Converters Dispute Resolution Policy

Cash Converters is committed to a fair and prompt resolution of any disputes or complaints.

Please let us know any concerns you may have promptly because a conversation on the telephone means Cash Converters can learn how to serve you better and continually improve our customer service. Often complaints are misunderstandings that can be resolved during a telephone conversation. It is recommended that you make contact with the outlet you are dealing with. If you feel the issue is not being resolved satisfactorily you can:

- Email the Complaints Contact Person at victoriansupportcentre@au.cashconverters.com
- Fax the Complaints Contact Person a letter to (03) 9820 2913
- Send the Complaints Contact Person a letter to our postal address:-
Suite 3 Greenview Corporate Centre, 20 Commercial Road, Melbourne Vic 3004

If you have chosen to email, fax or write to us with a complaint, you will receive an acknowledgement so you will know that we have received your complaint.

The Complaints Contact Person will assist you with handling the complaint and will advise if any further information is needed. The Complaints Contact Person will liaise with managers and staff at Cash Converters to find answers for you and if appropriate determine a fair remedy. You will be informed of the decision and the reasons for that decision.

If you are not satisfied with the result of your complaint you may wish to contact Credit Ombudsman Service Limited.

Unless there are exceptional circumstances, we will in all instances respond to your complaint within 45 days of receipt of the initial complaint.

If we are unable to resolve the complaint within 45 days from the initial complaint we will:

- inform you of the reasons for the delay
- specify a date when a decision can be reasonably expected; and
- notify you of your right to contact Credit Ombudsman Service Limited.

All complaints will be processed at no charge to you.

Credit Ombudsman Service Limited may be contacted as follows:

P 02 9273 8400
F 02 9261 2798
E info@cosl.com.au
W www.cosl.com.au
A Level 7, 287 Elizabeth Street, Sydney NSW 2000
M PO Box A252
Sydney South NSW 1235