

Dispute Resolution and Complaints Handling



Professional Loan Consultants Pty Ltd ("PLC") is committed to client service and satisfaction.

What if I have a complaint?

PLC has developed internal dispute resolution procedures to assist you to resolve a complaint or dispute about our services. Our internal dispute resolution procedures are free of charge.

We are also a member of an independent approved external dispute resolution scheme, called [Credit Ombudsman Service Ltd].

How to make a complaint

In the first instance, please contact our complain officer Mr (Johnny) Da Hui Wu to submit your complaint. We would like to be the first to know if you are not happy with our services. You can contact us verbally or in writing. (Johnny) Da Hui Wu may request you to provide certain documents and other information to fully understand your complaint and the remedy you are seeking.

Internal complaint contact person:

Mr Johnny Da Hui Wu
Tel – 02 8824 331
Fax – 02 8824 7510
Mobil – 0425246881
Email – complaints@plcs.com.au
Address: 44 diamond ave glenwood nsw 2768

Professional Loan Consultants Pty Ltd response; We will:

- (a) Confirm receipt of your complaint within 1 business days; and
- (b) Endeavour to resolve your complaint within 2 business days. If your complaint is complex, we will endeavour to resolve it within 10 business days.

If resolution of your complaint is not likely within these timeframes, we will keep you informed at regular intervals about the progress of our investigations and response.

If your complaint is not satisfactorily resolved by PLC within a reasonable period of time, we can escalate your complaint to our finance aggregator,

Connective OSN

Tel: 1300 656 637
Fax: 03 96293831
Address: Suite 1314 Level 13, 3 Spring St Sydney NSW 2000

If appropriate, we may also refer the complaint to Connective for independent consideration or input.

What if I am still not satisfied?

If you are still not satisfied with the outcome, you have the option at any time to contact the Credit Ombudsman Service Ltd, on:

Credit Ombudsman Service Limited
PO Box A252
Sydney South, NSW , 1235
Tel - 1800 138 422
Fax - 02 9273 8440
Online:www.cosl.com.au