

## **Our Internal Dispute Resolution scheme**

We always strive to provide the best possible service and provide you with the finance that suits your needs. However, we appreciate that from time to time, applicants may not be satisfied with the process or the solution. If this occurs, and you have a complaint about the service we provide, we have a resolution process in place to address your concerns.

You can lodge your complaint through a number of channels. You may do this verbally or in writing. If you choose to lodge the complaint by email or mail, please make sure you include as much information as you can. You should explain the details of your complaint as clearly as you can

Step 1: Please contact Rhion Bennett in the first instance as many disputes can be resolved relatively quickly. Your mortgage broker will have 5 days in which to try and resolve the dispute.

Step 2: If you are not satisfied with the outcome or in which the way your complaint has been handled, then you can escalate the complaint to the Internal Complaints Officer who will endeavour to resolve your complaint:

Complaints Officer: 08 9409 3230

West Corp Finance  
E [rhion@westcorpfinance.com.au](mailto:rhion@westcorpfinance.com.au)  
A 6 Cetus Cove, Kingsley WA 6026, Australia  
T 08 9409 3230

In some instances your broker may also be fulfilling the role of the Complaints Officer. This will not affect the capacity to have your complaint dealt with appropriately.

Once the dispute is escalated, we will provide you with a written response in a maximum time of 45 days, however, we hope to resolve all issues in a shorter time frame.

### **Our External Dispute Resolution (EDR) scheme**

If you are still not satisfied with the outcome of your complaint, then you have the further option of referring the matter to an external dispute resolution scheme.

We are a member of the following EDR scheme(s). The EDR scheme can be contacted using the details below.

Our AFCA member reference is MK0003280.

### **Australian Financial Complaints Authority (AFCA)**

GPO Box 3 MELBOURNE VIC 3001

T 1800 931 678

E [info@afca.org.au](mailto:info@afca.org.au)