

## Feedback

We welcome your feedback at any time, in fact we encourage it! We are a transactional based service company that interacts with numerous external suppliers on a daily basis. With a vast array of experience and a comprehensive contact list we will do all that we can to exceed your expectations and form a long term relationship.

Several weeks after your new loan has settled we will ask you to provide some feedback in relation to the service we supplied as well as your new lender. This feedback, both good and bad, helps shape our service for the future and ensures our continued success.

## Positive

If you would like to provide positive feedback we ask that you provide it directly to the person who has earned your praise. If you feel that the service you have received is of an exception standard and wish to put your thoughts in writing please email us at: [enquiry@moneysimplicity.com.au](mailto:enquiry@moneysimplicity.com.au).

## If you have a concern

If you feel that perhaps something is not right or you have any concerns please take your concerns directly to your advisor and they will do all that they can to ensure you feel comfortable again.

If you still feel that your concerns have not been fully addressed please email us at: [complaint@moneysimplicity.com.au](mailto:complaint@moneysimplicity.com.au).

We have an Internal Dispute Resolution (IDR) policy that will commence upon receipt of your concern in writing.

After your concerns have been addressed by our IDR policy and if you are still not satisfied, you have the option of contacting the Credit Ombudsman Service:

Phone: 1300 780 808

Fax: 02 9273 8461

Web: [www.cosl.com.au](http://www.cosl.com.au)

### Proud Members:



### Licensed and Accredited:

Australian Credit Licence Number: 391439

COSL Member Number: 400580

MFAA Member Number: 2936

FBAA Member Number: 2376

### Disclaimer:

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