

# Finance Company Dispute Resolution/Complaints

RACV Finance is committed to a high level of service delivery to our members. We are governed by a suite of related legislative and regulatory requirements in the provision of consumer credit products and how we manage complaints.

## Internal Dispute Resolution Scheme:

RACV Finance is committed to a fair and prompt resolution of any disputes or complaints and have a dedicated team of Member Relations consultants who will work with you towards a resolution.

You can also contact Member Relations by

- Phone 1800 675 958
- Email to [member\\_relations@racv.com.au](mailto:member_relations@racv.com.au)
- Mail to Level 10, 485 Bourke Street, Melbourne 3000

If you have chosen to email, fax or write to us with a complaint, you will receive a written acknowledgement within 48 hours. We will then investigate your complaint and liaise with managers and staff at RACV Finance to find a fair and reasonable resolution for you, and if appropriate, determine a fair remedy. You will be informed of the decision and the reasons for that decision in writing. Unless there are exceptional circumstances we will in all instances respond to your complaint within 45 days (or 21 days for disputes involving default notices) of receipt of the initial complaint. If we are unable to resolve the complaint within 45 days, 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 & Investment Ombudsman (CIO) which provides, at no charge to you, an external dispute resolution service.

## External Dispute Resolution Scheme:

RACV Finance is a member of the Credit & Investments Ombudsman (CIO). You may contact the Credit & Investment Ombudsman (CIO) if you are not satisfied with our decision or our internal resolution processes. The CIO Service is an independent external dispute resolution scheme for the financial services industry, approved by ASIC. For more information about CIO, visit their website at [www.cio.com.au](http://www.cio.com.au)

The CIO provides consumers with an alternative to legal proceedings for resolving their disputes. Its processes are informal and are entirely free to consumers. Consumers who refer their complaint to the CIO can have their complaint determined by the Credit Ombudsman. The Ombudsman's decision is binding only if the consumer accepts the Ombudsman's decision.

Complaints to CIO can be made by

- Phone: 1800 138 422
- Fax: 02 9273 8440
- Email: [info@cio.com.au](mailto:info@cio.com.au)
- Mail: PO Box A252, Sydney South NSW 1235 / Address: Level 7, 287 Elizabeth Street, Sydney NSW 2000

**As from 1 November 2018**

Australian Financial Complaints Authority (AFCA) replaces the three existing EDR organisations including the Credit & Investments Ombudsman (CIO) with a single EDR point of contact to provide a free and fast dispute resolution process to consumers and small businesses.

AFCA is an external dispute resolution (EDR) organisation aimed at resolving disputes between borrowers and their credit providers who have a dispute in relation to their loans.

Decisions made by AFCA will be binding on us if you accept that decision. If you do not accept the decision, it is not binding and does not exclude other remedies available to you. For more information on AFCA please go to [www.afca.org.au](http://www.afca.org.au)

Complaints to AFCA can be made by:

- Phone: 1800 931 678
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Mail: GPO Box 3, Melbourne VIC 3001