

Finance Company Dispute Resolution

RACV Finance is committed to a high level of service delivery to our members. As such, we hold membership with various organisations and adhere to the National Credit Code.

National Credit Code

The National Credit Code (The Code) is designed to establish a national set of rules for consumer credit products which applies to all credit providers.

The Code was introduced to apply equally to all forms of consumer lending and to all credit providers and most importantly, for laws that are uniform in all jurisdictions of Australia.

The legislation is based on principles of Responsible Lending which allow borrowers to make informed choices when purchasing credit.

The code also includes the National Consumer Credit Protection Act which provides a comprehensive licensing regime for all providers of consumer credit and provides consumer protection.

For more information about the National Credit Code, visit the ASIC website at www.asic.gov.au

What to do if you have a dispute

RACV Finance is committed to a fair and prompt resolution of any disputes or complaints.

Complaints often arise from misunderstandings that can be easily resolved during a telephone conversation with our Customer Relations Contact Person (ph. 03 9790 2940).

Please let us know of any concerns you may have because a conversation on the telephone means we can provide a speedy resolution.

You can also contact the Complaints Contact Person by:

- email at financecustomerrelations@racv.com.au;
- fax to 03 9790 2971;
- letter to 550 Princes Highway Noble Park North Vic 3174; or
- visit the Complaints Contact Person at 550 Princes Highway Noble Park North Vic 3174.

If you have chosen to email, fax or write to us with a complaint, you will receive a written acknowledgement and, within 10 working.

The Complaints Contact Person will assist you with your complaint and will advise if any further information is needed. The Complaints Contact Person will investigate your complaint and liaise with managers and staff at RACV Finance 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.

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 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 which provides, at no charge to you, an external dispute resolution service.

You may also contact the Credit & Investment Ombudsman (CIO) if you are not satisfied with the resolution of your complaint or our internal resolution processes.

Credit & Investments Ombudsman

RACV Finance is a member of the Credit & Investments Ombudsman (CIO). The CIO Service is an independent external dispute resolution scheme for the financial services industry, approved by the Australian Securities and Investments Commission (ASIC).

The CIO provides consumers and its members 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.

For more information about CIO, visit their website at www.cio.com.au

Contact details for CIO:

Phone: 1800 138 422

Fax: 02 9273 8440

Email: info@cio.com.au

Address: Level 7, 287 Elizabeth Street, Sydney NSW 2000

Mail: PO Box A252, Sydney South NSW 1235

Website: www.cio.com.au