

## CUSTOMER SERVICE POLICY

AMAL is a member of the Mortgage & Finance Association of Australia (MFAA) and as such we abide by the association's Code of Practice and governance guidelines to assure consumers that they can have confidence when dealing with our company.

We are proud of our customer service culture and make every effort to ensure that our customers are satisfied with the service they receive. However, should our customers feel that our service is not what it should be, we want to hear about it and resolve any issues.

We undertake to reply promptly to you once we are in receipt of any suggestion or complaint. In relation to complaints, we will always try to resolve the dispute.

Should you have a suggestion or wish to make a complaint you can:

- Call us on 1300 720 452 and ask for the Quality Manager.
- E-mail us at [qualitymanager@amal.com.au](mailto:qualitymanager@amal.com.au).
- Write to us at Level 9, 9 Castlereagh Street, Sydney NSW 2000.
- Or speak to any team member, who will refer you to the Quality Manager if they are unable to assist.

If we do not reach agreement on your complaint, you can refer certain matters to the Credit & Investments Ombudsman, who can investigate and resolve disputes. This free service is established to provide you with an independent mechanism to resolve specific complaints.

Our external dispute resolution provider is:

### **Australian Financial Complaints Authority**

GPO Box 3  
Melbourne VIC 3001

Phone: 1800 931 678 (fee call)

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

Website: [www.afca.org.au](http://www.afca.org.au)