

# Resolving Problems



## Product Profile

First Option offers our members an internal dispute resolution procedure that is readily accessible and free of charge. This leaflet explains the internal dispute resolution procedure at First Option.

### Let's talk about it

The simplest way of solving a problem is to talk to someone about it. If you are unhappy about something to do with a product or service, we'd like to hear about it. Our staff are trained to efficiently and courteously deal with all types of problems. So don't hesitate to speak to our staff if something is troubling you. We'd like to know about anything which affects the relationship you have with us.

### Who do you complain to?

The first place you should take any complaint is to a member of our staff. If at all possible, the problem will be resolved immediately. However, if our staff member is unable to assist, please speak to the supervisor or manager. Our supervisor or manager will try to resolve the matter by the next business day.

### How long will it take?

Frequently, complaints are simple cases of confusion or misunderstanding, which can be sorted out to everybody's satisfaction very quickly. However, not all complaints can be dealt with quickly. Our supervisor or manager will advise you if he or she is unable to resolve your complaint by the next business day. Our aim is to have your complaint resolved within 14 days, although in more complex cases, we may need up to 45 days. If this happens we will write to you advising of this.

### How will you notify me of the outcome?

We will ring or write to you notifying you of the outcome. If this is not in your favour we will write to you telling you:

- ) the reasons for the decision
- ) about the evidence we relied on in reaching our decision
- ) about the consequences of the decision for you
- ) about what further action you can take.

### What further options do you have?

We are a member of the Australian Financial Complaints Authority. This provides an external and impartial procedure for resolving disputes between financial institutions and their customers. The service is free of charge to members.

If you are not satisfied with the final outcome of your complaint, you may tell us to pursue the matter further with the Australian Financial Complaints Authority. With your written consent, we will then refer the matter, and copies of all documents and correspondence concerning the complaint. If we fail to do this, or we fail to resolve your complaint within 45 days, you may refer the matter to the Australian Financial Complaints Authority yourself. You can contact the Australian Financial Complaints Authority on 1800 931 678.

### Other things you should be aware of

You should be aware of the following things about our internal dispute resolution procedure:

- ) You are not obliged to pursue a dispute with us using our internal dispute resolution procedure. If you do use our internal dispute resolution, you may commence legal proceedings against us before, after or at the same time as using our internal dispute resolution procedure.
- ) Our participation in the internal dispute resolution procedure is not a waiver of our rights we may have under the law, or under any contract between First Option and yourself. An example of such a contract may be a loan contract, a mortgage or the terms and conditions of a Visa card.

This leaflet itself is not a contract between First Option and yourself, and it is not enforceable against us.

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