

Complaints handling process

At Macquarie Pacific Funding, we are committed to providing our customers with the highest standard of products and services available.

We take complaints very seriously; they give us important information about how we can better serve our customers. Should we fail to meet your expectations, we welcome your comments and encourage you to make contact by phone, email or letter in order to improve our service to you.

MPF has a formal complaints handling process to ensure that any issues raised are addressed in a timely and fair manner and in accordance with our regulatory requirements.

MPF also subscribes to the Financial Ombudsman Service (FOS), an external dispute resolution scheme. Should you be dissatisfied with the outcome of your complaint, you have the right to refer the matter to FOS. FOS is a free and independent service that resolves disputes between consumers - including some small businesses - and member financial services providers.

Macquarie Pacific Funding

1300 555 068

assist@macquariepacific.com

Macquarie Pacific Funding, GPO Box 5435CC, Melbourne VIC 3001

Financial Ombudsman Service

1300 780 808

info@fos.org.au

Financial Ombudsman Service, GPO Box 3, Melbourne VIC 3001

www.fos.org.au