

OUR COMMITMENT TO YOU

# Compliments & Concerns

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Your feedback helps us continually improve our products and services

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At Find My Mortgage, we always work hard to build strong and lasting relationships with our valued customers. By listening to your feedback, not only can we address any immediate concerns you may have, we will also continually improve our products and services.

We know there are times when you may wish to compliment us on something we have done well — and other times when you may wish to tell us we have not met your expectations. Both are equally important to us, and we have made it as easy as possible for you to share either.

## COMPLIMENTS

Our representatives are always delighted to know that they have succeeded in making your experience a pleasant and successful one.

If one of our representatives has provided you with exceptional service in any way, please let us know using the contact details on this page. Your kind words go a long way — we use this feedback to further encourage and recognise our team members.

### How to Share a Compliment

You can contact us by any of the methods listed — phone, email, or mail. Simply let us know the name of the representative who assisted you and a brief description of what made the experience stand out.

We genuinely value every piece of positive feedback and ensure it reaches the person who made a difference for you.

## CONCERNS

If, for any reason, you do not feel that you have received the highest standard of care from us, we likewise encourage you to share this with us.

We have developed a process that we believe makes it easy for you to tell us of your concerns and for them to be addressed **quickly and fairly**.

### How to Lodge a Concern

You can contact us by whichever of the following means best suits you — phone, email, or mail. If you choose to contact us by mail or email, please make sure you provide **as much detail as possible** about your complaint so we can respond effectively.

## CONTACT US

### QED CREDIT SERVICES PTY LTD

-  admin@persuitbroker.com.au
-  1300 817 662
-  QED Credit Services Pty Ltd  
31 Ardentallen Road  
Enoggera QLD 4051

### AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY

-  1300 56 55 62 (local call cost)  
03 9613 6399
-  GPO Box 3  
Melbourne VIC 3001
-  [www.afca.org.au](http://www.afca.org.au)

## OUR RESOLUTION PROCESS

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We are committed to resolving your concerns as quickly and fairly as possible. The following outlines the steps we take from the moment we receive your complaint through to final resolution.

1

### Immediate Resolution

We will always try to deal with your complaint on the spot. Many concerns can be resolved quickly through a direct conversation, and we encourage you to reach out to us first so we can address your issue without delay.

2

### Acknowledgement Within 24 Hours

If we are unable to resolve your complaint immediately, we will write to you to acknowledge receipt of your complaint within **24 hours**. This acknowledgement will confirm we have received your concern and are actively working on it.

3

### Investigation & Update at 30 Days

We will ensure we treat you fairly and work to resolve your complaint as soon as possible. In the rare event we are still investigating after **30 days**, we will write to you to explain why and advise when we expect to complete our investigation.

4

### Written Outcome

When we have completed our investigation, we will write to let you know the outcome and the reasons for our decision. You will receive a clear and transparent explanation of how we arrived at our conclusion.

## NEED AN UPDATE ON YOUR COMPLAINT?

If you have lodged a complaint with us, you can contact us at any time to ask for an update on its status. Contact us through any of the methods listed in this document and please be sure to **refer to your earlier communication** so that we can respond effectively.

**Taking it further** — We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 30 days, you have the right to have your complaint heard by an independent party.

The **Australian Financial Complaints Authority (AFCA)** provides a free, fair, and independent dispute resolution service. You can contact AFCA by phone on **1300 56 55 62**, by mail at GPO Box 3, Melbourne VIC 3001, or online at [www.afca.org.au](http://www.afca.org.au).