

Feedback and Complaints

Suggestions and Compliments

At Centrepoint Alliance Premium Funding Pty Ltd we try to provide the best service for our customers each and every time we have contact. We are continually looking for ways to improve our products and processes and look forward to every opportunity to listen to you, our clients. If you have suggestions on how we can improve our service or a compliment for outstanding service please let us know by emailing us on info@cpal.com.au or calling on 07 3710 7105.

Complaints

In the event that our service did not meet your expectations we have an internal dispute resolution process established to help you be heard and to assist in resolving your complaint.

Your complaint may be made by whatever means suits your needs for example you may complain in writing, via email, by telephone or in person.

Contact the Complaints Manager

Ph – 07 3710 7100

Fax 07 3710 7144

Email info@cpal.com.au

If the problem cannot be resolved straight away we will

- Advise you who is handling your complaint
- Keep you informed of progress on a regular basis
- Keep a record of your complaint
- Attempt to provide a final response within 45 days

Escalating a complaint

If you feel that your complaint was not handled correctly or you are not happy with the result you may ask for an independent review of your dispute by writing to the

Dispute Resolution Manager
Centrepoint Alliance Premium Funding
PO Box 4371
Eight Mile Plains, Qld 4113

External Dispute Resolution Scheme

If you still feel that we have not fairly resolved your concern or that you are dissatisfied with how we dealt with your complaint you may contact the:

FINANCIAL OMBUDSMAN SERVICE

GPO Box 3

Melbourne Vic 3001

Tel 1300 780 808

Fax 03 9613 6399

Email info@fos.org.au

Web www.fos.org.au