



How we resolve your complaints

We welcome every opportunity to resolve any concerns you may have with our products or service.

1. Let us know about your concerns

If you have a complaint concerning the financial product or services provided to you, please contact us and we will do our best to resolve them.

Phone: 1300 83 56 78
Email: customercare@velosure.com.au

When you make your complaint please provide as much information as possible. Our aim is to resolve all complaints as soon as possible, however where we can't resolve your concern immediately we will try to resolve it within 15 business days.

2. Escalate your complaint to our Internal Dispute Resolution Team

If we haven't responded to your complaint within 15 business days, or if you're not satisfied with how we've tried to resolve it, you can ask for your complaint to be escalated for an Internal Dispute Resolution (IDR) review by a Dispute Resolution Specialist by contacting Our Internal Dispute Resolution Committee.

Mail: Velosure Pty Ltd
Internal Dispute Resolution Committee
PO Box 199 Chatswood NSW 2057
Phone: 1300 83 5678
Email: customercare@velosure.com.au

The Dispute Resolution Specialist will provide in writing our final decision within 15 business days of your complaint being escalated, unless they've requested an extension from you and you've agreed to give us more time.

3. Seek an external review of Our decision

If You are not satisfied with Our response or if We've taken more than 45 days to respond to You from the date You first made Your complaint You may lodge a complaint with the Australian Financial Complaints Authority (AFCA) at:

Mail: Australian Financial Complaints Authority
GPO: Box 3, Melbourne, Victoria 3001
Phone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au

The AFCA service is provided to You free of charge. A decision by AFCA is binding on Us but is not binding on You. You have the right to seek further legal assistance.