

Indue's Complaints and Internal Dispute Resolution Process

We pride ourselves on offering our customers excellent service. However, a situation may arise where you are unsatisfied with the service you received or you have an issue that you would like us to address. In these circumstances we invite you to contact our Customer Service Team first to discuss your concerns.

Internal Dispute Resolution Scheme

We aim to acknowledge receipt of your complaint within 24 hours of receiving it, or as soon as practicable.

Indue will attempt to resolve your complaint at the first point of contact through our Internal Dispute Resolution processes. If we are unable to resolve your complaint by the end of the 5th business day we will notify you in writing.

Once our investigation has completed, we will provide you with an 'Internal Dispute Resolution (IDR) response'. However, please be aware that we will not provide you with an IDR response if we close the complaint by the end of the 5th business day after receipt and we have, resolved the complaint to your satisfaction or given you an explanation and/or apology when we can take no further action to reasonably address the complaint.

We will still provide you with a written response even when the complaint is resolved within 5 business days if you have requested a written response.

The maximum allowable timeframe for resolving a complaint is 30 days after receipt of the complaint.

External Dispute Resolution Scheme

If you are not satisfied with our final decision or you feel that your complaint remains unresolved, you can refer the matter to AFCA, our external dispute resolution scheme. Details of the scheme are listed below.

CONTACT DETAILS

Internal Dispute Resolution

If you wish to submit a complaint with us please contact us by:

Phone: +61 7 3258 4222

Email: indue@indue.com.au

Mail: Indue – Complaints Officer

Po Box 5389 West End Qld 4101

External Dispute Resolution

With the Australian Financial Complaints Authority:

Online: www.afca.org.au

Email: info@afca.com.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority

GPO Box 3 Melbourne VIC 3001

You may also contact ASIC. The ASIC website (www.asic.gov.au) contains information on how to complain about companies. For further information, phone ASIC on 1300 300 630.