

## Complaint Resolution

If there is any reason you are not happy with the service and advice provided by DBD Finance please contact our Client Services Manager on 8359 2299, email [admin@dbdgroup.com.au](mailto:admin@dbdgroup.com.au) or write to us, Complaints Department C/-Client Services Manager 11/118 Halifax Street Adelaide 5000. Please ensure you explain the situation clearly with as much detail as possible.

We will contact you within 24 hours of receiving the complaint to update you on the situation and make every reasonable attempt to resolve the situation as soon as possible.

We take complaints very seriously and as such DBD Finance and its mortgage advisers, are members of the Credit Ombudsman Service Limited (COSL). COSL is a dispute resolution scheme which assists a customer to resolve complaints with their financial services providers. They provide an independent and impartial dispute resolution service as an alternative to legal proceedings for resolving complaints with members.

If we are unable to resolve your complaint, COSL is an alternative service, which is free of charge and approved by ASIC.

You can obtain further information about our dispute resolution procedures on request.

DBD Finance Pty Ltd  
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