



Quantum Finance Australia Pty Ltd trading as Quantum Finance Australia
ABN 70 030 530
AUSTRALIAN CREDIT LICENCE NUMBER 389083

INTERNAL DISPUTE RESOLUTION (IDR)

Should you have a complaint we will do the best to resolve it via our INTERNAL DISPUTE RESOLUTION process.

Complaints can be made by contacting our Complaints Contact person – Gavin Harrigan

- By email: gavin@quantumfinance.com.au
- By facsimile: 08 9227 0909
- By telephone: 08 9227 0906
- In person: 51 Norfolk Street North Perth WA 6006

We will endeavour to deal with your complaint as quickly as possible.

EXTERNAL DISPUTE RESOLUTION (EDR)

Quantum Finance Australia is a member of an independent external dispute resolution scheme, the Credit & Investments Ombudsman (CIO). If at any time, you feel your complaint remains unresolved or you wish CIO to further investigate your complaint, you can contact CIO as detailed below:

CREDIT & INVESTMENTS OMBUDSMAN

- www.cio.org.au
- info@cio.org.au
- PO BOX A252 SOUTH SYDNEY NSW 1235
- T: 1800 138 422
- F: (02) 9273 8440