

## Dispute Resolution Information Sheet

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### What to do if you have a Dispute or Complaint

We are committed to providing our customers with the best possible service. In the event that you are unhappy regarding our service, or if you believe we have not met our obligations, please inform us so we can work towards a resolution. We will endeavour to deal with your complaint promptly, thoroughly and fairly, and keep you informed of the progress of your complaint.

### How to make a Complaint

If you are unhappy with our services, and would like to discuss your concerns informally before deciding whether to make a complaint, please contact our office. Our team may be able to resolve the complaint for you.

If you decide to make a complaint, we request you follow these steps:

1. Please contact our Complaints Contact Person, either verbally or in writing using any of the following methods –
  - By phoning 1300 137 037
  - By emailing [complaints@arteva.com.au](mailto:complaints@arteva.com.au)
  - By sending a letter to 78A Fullarton Road, NORWOOD SA 5067
2. Please provide your full contact details so we may respond to you quickly.
3. Please give us as much detail as possible about the nature of your complaint and provide any documentation in relation to your complaint, so that we may address it as quickly as possible.
4. Let us know if you have any special requirements, or might need any additional assistance, to lodge your complaint.

### The complaints process

We will –

1. Confirm receipt of your complaint within 48 hours.
2. Endeavour to resolve your complaint as soon as possible, and in any case within 30 days of the complaint being made.
3. Keep you informed at regular intervals about the progress of our investigations.

If your complaint is complex, we will inform you of any delays, and the expected resolution date.

If your complaint cannot be resolved, we will provide a detailed explanation to you in writing advising of the reasons for our decision.

Our Internal Dispute Resolution procedures are free of charge.

### Still not satisfied?

If we have not resolved your complaint to your satisfaction, you may take the matter to our External Dispute Resolution service (the Australian Financial Complaints Authority) by contacting them as detailed below. This service is free of charge. You may also refer the matter to the Australian Financial Complaints Authority at any time, but if our internal process is still in progress, they may request that our internal processes be completed before considering the matter further.

### Australian Financial Complaints Authority

The Australian Financial Complaints Authority provides free advice and assistance to consumers to help consumers to resolve complaints relating to members of the financial services industry. It can be contacted by phone on 1800 931 678 (free call), by email at [info@afca.org.au](mailto:info@afca.org.au), in writing to GPO Box 3, Melbourne VIC 3001. Or visit [www.afca.org.au](http://www.afca.org.au) for further details on lodging a complaint.