

Complaints Policy

Cash Clan (we, us) is committed to providing you with the best possible service, however we understand there may be times where you are not satisfied.

If this occurs please inform us with the exact details to ensure that your complaint is handled in an efficient, timely and effective manner in accordance with ASIC Internal Dispute Resolution (IDR) regulations.

This policy provides information about our IDR procedures and explains how to make a complaint and the process we follow in seeking to resolve any complaint you may have.

How to lodge a complaint

If you have a complaint please contact us in any of the following ways:

Phone: 1800 953 479 from anywhere in Australia

Email: support@cashclan.com.au

We will acknowledge receipt of your complaint within one business day of receipt or as soon as practicable.

Timeframe for resolving complaints

We will review your complaint and aim to resolve it within 30 calendar days of receiving it.

For certain types of complaints, involving default notices, applications for hardship or a request to postpone enforcement proceedings will provide a final response within 21 calendar days after receiving the complaint.

We are not required to provide an IDR response to you when the complaint is resolved by the end of the 5th business day because we have:

- Resolved your complaint to your satisfaction; or
- Given you an explanation and/or an apology and when we have exhausted all further action to reasonably redress the complaint.
- We will, however, provide a written response after 5 days of receipt if the complaint relates to hardship; or
- You request a written response.



CASHEE

P: 1800 953 479

E: support@cashclan.com.au

cashclan.com.au

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If you are not happy with our response

If you are not satisfied with our response which we will provide in writing, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA is a fair and independent complaint resolution scheme that is free to consumers. AFCA's details are set out below:

Phone: 1800 931 678 (free call)

Email: info@afca.org.au

Website: www.afca.org.au

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

The AFCA scheme is a free service established to provide you with an independent mechanism to resolve specific complaints.