

Dispute Resolution Process



Your 1st choice in cash loans

Your matter, matters

We pride ourselves on our commitment to deliver excellent products & services to our customer, but if we get something wrong, we want to hear from you. We promise to listen to you and do our best to find a fair & reasonable solution.

We will try to resolve the matter promptly. Our Core Values of Trust, Respect, Agility & Care are important, and so is your feedback. We will try to resolve the matter on the spot, where we can.



**TELL US
ABOUT YOUR
COMPLAINT**



1300 552 558



customercare@fastcashnow.com.au



fastcashnow.com.au/complaints



**Customer Care – PO BOX 100
Macarthur Square NSW 2560**



Our Resolution Process

1

If we need more time to investigate and explore resolution options with you, we will let you know and keep you informed of progress.

2

If it takes longer than 5 business days to resolve your complaint, we will confirm the outcome with you in writing.

3

We will aim to resolve your complaint within 30 days (or 21 days for financial hardship or debt collection).

4

If we can't meet these timeframes, we will explain why and provide an expected date for the outcome of your complaint.

5

We will keep you informed of progress and provide you with AFCA contact details.

How to Have Your Complaint Reviewed

If you need a complaint response reviewed, you can contact the Australian Financial Complaints Authority (AFCA).

AFCA is external to 1st Choice Enterprises Pty Limited t/a Fast Cash NOW. They provide a free & independent dispute resolution service for individual and small business customers who are unable to resolve their complaint directly with Fast Cash NOW.



afca.org.au



1800 931 678



**Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001**



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1st Choice Enterprises Pty Limited | ABN: 23 082 914 725
Credit License 393676 | AFCA Membership Number: 44397