

# Dispute Resolution Process



## 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@1stchoicenow.com.au](mailto:customercare@1stchoicenow.com.au)

 [1stchoicenow.com.au/complaints](https://1stchoicenow.com.au/complaints)

 Customer Care - PO BOX 100  
Macarthur Square NSW 2560

## Our Resolution Process

-  If we need more time to investigate and explore resolution options with you, we will let you know and keep you informed of progress.
-  If it takes longer than 5 business days to resolve your complaint, we will confirm the outcome with you in writing.
-  We will aim to resolve your complaint within 30 days (or 21 days for financial hardship or debt collection).
-  If we can't meet these timeframes, we will explain why and provide an expected date for the outcome of your complaint.
-  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 1st Choice NOW. They provide a free & independent dispute resolution service for individual and small business customers who are unable to resolve their complaint directly with 1st Choice NOW.

 [afca.org.au](https://afca.org.au)

 1800 931 678

 Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001