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

lstchoicenow.com.au/complaints

Our Resolution Process

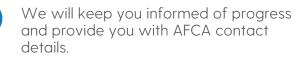




If it takes longer than 5 business days to resolve your complaint, we will confirm the outcome with you in writing.

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





How to Have Your Complaint Reviewed

customercare@1stchoicenow.com.au

Customer Care - PO BOX 100

Macarthur Square NSW 2560

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
- **\$** 1800 931 678
- Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001



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