

Feedback and Complaints

We aim to provide the very best service for our clients. In the event that you are unhappy regarding any part of our service, our internal dispute resolution process provides that your complaint will be handled efficiently, honestly and fairly.

Helen Rosa is authorised as a credit representative (Credit Representative number 395036) to engage in credit activities on behalf of BLSSA Pty Ltd (ACN 117 651 760) (Australian Credit Licence number 391237) who may assist us in the investigation and resolution of your complaint.

Should you have a complaint about our services, please contact:

| Complaints Officer: Helen Rosa | BLSSA Pty Ltd Complaints Officers: |
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| Helen Rosa | |
| Mrs | Complaints Officers |
| ADDRESS: Suite 13 Napoleon Close 12 Napoleon Street Cottesloe WA 6011 | ADDRESS: PO Box 626, Collins Street West, VIC 8007 |
| PHONE: 0402 707 425 | PHONE: 03 8777 3017 |
| EMAIL: helen@rosafinancialservices.com.au | EMAIL: resolutions@BLSSA.com.au |

The Complaints Officers are senior personnel in our organisation and in BLSSA Pty Ltd and have the necessary experience and authority to handle your complaint and make relevant decisions on outcomes.

The complaint need not be in writing and may be presented by any reasonable means, for example letter, telephone, email or in person. Please ensure you give us full particulars of your complaint.

If you are not satisfied with the response to your complaint, you may contact the Australian Financial Complaints Authority (AFCA) (of which we and BLSSA Pty Ltd are members) on:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: GPO Box 3 Melbourne VIC 3001

If the complaint is about privacy and you are not satisfied with the outcome of our investigations, you may ask the Office of the Australian Information Commissioner to consider the complaint. The Information Commissioner can be contacted online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or on 1300 363 992.