

Complaints Resolution Process

Our complaint resolution process has three steps.

1. Initial Response.

When you have a complaint, our goal is to resolve it promptly during our initial discussion. If we cannot address your complaint to your satisfaction, we will refer your complaint to our Complaints Manager, who will acknowledge receipt within 24 hours. If we cannot resolve your complaint to your satisfaction within five days then it will be escalated for review.

2. Internal Dispute Resolution.

All matters escalated to our Internal Dispute Resolution Team will be responded to in writing. After a full investigation of the matter, a final written response will be provided to you within 30 days of when iExtend receives your complaint.

3. External Dispute Resolution.

In the unlikely event that your complaint is not resolved to your satisfaction, or a final response has not been provided within the required time frame, you can refer your matter to the Australian Financial Complaints Authority (AFCA), provided your matter is within the scope of AFCA's Complaint Resolution Scheme Rules. AFCA offers a free, fair, independent dispute resolution scheme for consumer and small business complaints.

You may contact AFCA at:

Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001

Email: info@afca.org.au
Phone: 1800 931 678 (free call)
Website: www.afca.org.au

Information about your rights can also be obtained from the Australian Securities and Investments Commission on 1300 300 630.

How to contact us.

If you would like to obtain further information, provide us with instructions or if you have any queries about the products and services we offer, please contact us by calling (02) 9161 3980 or email support@iextend.com.au.