



## A Guide to Resolving Complaints

### National Credit Code

The National Credit Code ('the Code') to the National Consumer Credit Protection Act 2009 (Cth) may apply to your credit agreement with West Premium Funding. West Premium Funding is committed to compliance with the terms of the Code.

### Privacy

Your privacy is important to us. West Premium Funding is bound by the National Privacy Principles of the Privacy Act 1988 (Cth). We are committed to ensuring that all our business dealings comply with the National Privacy Principles, and acknowledge the importance of keeping individuals' personal details confidential and secure.

### How we will assist you

West Premium Funding has a complaints and disputes resolution process in place, which is available to anyone who has a complaint against West Premium Funding. This service is available with all matters treated in confidence.

Clients not satisfied with our services should contact our Complaints Officer. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001