



The Cash Store Dispute Resolution Policy

The Cash Store is committed to a fair and prompt resolution of any disputes or complaints.

Please let us know any concerns you may have promptly because a conversation on the telephone means The Cash Store can learn how to serve you better and continually improve our customer service. Often complaints are misunderstandings that can be resolved during a telephone conversation or two with our Complaints Contact person.

You can also:

- Email the Complaints Contact person at: ozcomplaints@csfinancial.ca
- Fax the Complaints Contact person a letter to: (03) 9792 1102
- Send the Complaints Contact person a letter to our postal address at:
Suite 2, 31 Princes Hwy, Dandenong, Vic, 3175
- Phone the Complaints Contact person on: (03) 8788 5600

If you have chosen to email, fax or write to us with a complaint, you will receive an acknowledgement so you will know that we have received your complaint.

The Complaints Contact person will assist you with handling the complaint and will advise if any further information is needed. The Complaints Contact person will liaise with managers and staff at the Cash Store to find answers for you and if appropriate determine a fair remedy. You will be informed of the decision and reasons for that decision.

Unless there are exceptional circumstances, we will in all instances resolve your complaint within 45 days of receipt of the initial complaint.



If we are unable to resolve the complaint within 45 days we will:

- Inform you of the reasons for the delay;
- Specify a date when a decision can be reasonably expected; and
- Notify you of your rights to contact Credit Ombudsman Service Limited

All complaints will be processed at no charge to you.

If you are not satisfied with the result of your complaint you may wish to contact Credit Ombudsman Service Limited.

Credit Ombudsman Service Limited may be contacted as follows:

Phone (02) 9273 8400
Fax (02) 9261 2798
Email info@cosl.com.au
Address Level 7, 287 Elizabeth Street
Sydney NSW 2000
Mail PO Box A252
Sydney South NSW 1235
Website www.cosl.com.au