

## **External Dispute Resolution**

For any external dispute the matter must be brought to the Responsible Director of Factor1 Finance Pty Ltd. We would request that the client's dispute be put forward in writing. Acknowledgement of the complainant's letter would be confirmed within 48 hours of receipt. This letter would also stipulate that a formal response to the specific complaint would be conveyed in writing within 14 days.

The complaint would be reviewed by at least two of the Directors of Factor1 Finance Pty Ltd and an internal report completed to ensure a fair and unbiased review is undertaken. The outcome of the complaint would be conveyed to the client within 14 days of the original written receipt. If the customer is not satisfied with the written outcome of their complaint they would be advised within the letter that the matter can be referred to our external dispute resolution organisations such as the Australian Financial Complaints Authority (AFCA) (member M0040330).

Depending on the nature of the claim it may be necessary to notify our insurer. Professional indemnity insurance is arranged and held via our aggregator Connective.

All employees of Factor1 Finance Pty Ltd are aware of both the Internal and External Dispute Resolution policies. Factor1 Finance Pty Ltd is committed to dealing with any complaint in a professional manner and in absolute confidence.

## **Internal Dispute Resolution**

Any internal disputes would be brought to the attention of a Director of Factor1 Finance Pty Ltd. The employee of Factor1 Finance would be directed to Mr David Fitzgerald who is the nominated Complaints Officer. David Fitzgerald would discuss the employee's issues and if the matter could not be resolved the matter would be put forward to the Partner's Committee Meeting for resolution.