

Pacific Premium Funding Complaints Handling Process

Pacific Premium Funding Pty Ltd ('Pacific') provides clients with the funds to cover their annual Insurance premiums over monthly instalments.

We are serious about the commitment we make to our clients. We will resolve errors internally as quickly and efficiently as possible.

However, we recognise that at times issues may arise with some element of our products or services we provide. If we fail to meet your expectations, we welcome your comments and complaints and encourage you to make contact by phone, email, fax or letter, in order to have any complaint speedily resolved.

Pacific has a formal complaints handling process to ensure that any issues raised are addressed promptly and fairly. The process also ensures that complaints are handled in a manner consistent with our regulatory requirements and where a matter continues to be unresolved it will be escalated accordingly.

If your complaint remains unresolved after 45 days, we will send you an explanation of why we cannot make a final response. This will provide you with;

- reasons for the delay;
- an indication of when we expect to make a final response; and
- advice of your right to refer the matter to the Financial Ombudsman Service Ltd ("FOS") to have your matter reviewed.

FOS fairly and independently resolves disputes between consumers — including some small businesses — and member financial services providers. Membership of the Financial Ombudsman Service is open to any financial services provider carrying on business in Australia.

FOS Contact details are;

GPO Box 3
Melbourne VIC 3001
(Australia)
1300 78 08 08

We would also really like to know if you have been pleased with our service. Understanding your complaint and hearing about the things you like will help us improve our service to you, our valued customer.

Contact details for all complaints in the first instance are each state office, as follows:

Victoria

T +61 3 9536 7447

F +61 3 9536 7444

GPO Box 3362, Melbourne, VIC 3001

Northern Victoria (Echuca/Moama).

Tel: 0427 370 427,

Fax: (03) 5480 9733

GPO Box 641, Echuca, VIC 3564

Tasmania

Tel: 0439634055

Fax 03 6244 6755

GPO Box 1214,

Rosny Park, Tasmania 7018.

By email: Viccords@pacificpremium.com.au – VIC/TAS

New South Wales

Tel: 61 2 9253 3000

Fax: 61 2 9253 3001

GPO Box 3226, Sydney NSW 2001

Newcastle

Tel: (02) 4949 9000

Fax: (02) 4949 9001

GPO Box 308, Wallsend, NSW 2287

nwcfax@pacificpremium.com.au - Newcastle

Australian Capital Territory

Canberra.

Tel: 0414 914 000

Fax (02) 9253 3001

GPO Box 3226, Sydney, NSW 2001

By email: ppfnsw@pacificpremium.com.au - NSW

Queensland

Tel: 07 3854 3900

Fax: 3854 3901

GPO Box 253, Brisbane, Qld 4001

qldapps@pacificpremium.com.au - QLD

Western Australia

Tel: 08 9489 000

Fax: 08 9489 0011

Unit, 9 100 Railway Rd, Subiaco, WA 6008

perthoffice@pacificpremium.com.au - WA

South Australia

Tel: 08 8273 5700

Fax: 9489 0011

GPO Box 1467, Adelaide, SA 5001

ppfsa@pacificpremium.com.au

Toll Free

Using our Toll free number you will be able to direct your call to one of our State Offices.

Toll free phone number 1300 555 068

Toll free facsimile number 1300 555 158