

Down to Earth Mortgage Broking Pty Ltd trading as Down to Earth Mortgage Broking

ACN 669857201 ABN 77669857201

CREDIT REPRESENTATIVE 552065 AUSTRALIAN CREDIT LICENCE NUMBER 486112

INTERNAL DISPUTE RESOLUTION (IDR)

Should you have a complaint we will do the best to resolve it via our INTERNAL DISPUTE RESOLUTION process.

Complaints can be made by contacting our Complaints Contact person

Complaints Officer

- By written letter: 14A Porter Street, Beaconsfield, WA, 6162
- Phone: 1300 366 406
- Email: compliance@purplecfs.com.au

We will endeavour to deal with your complaint as quickly as possible.

EXTERNAL DISPUTE RESOLUTION (EDR)

Simon Halman is a member of an independent external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). If at any time, you feel your complaint remains unresolved or you wish AFCA to further investigate your complaint, you can contact AFCA as detailed below:

AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY

- www.afca.org.au
- info@afca.org.au
- GPO BOX 3 MELBOURNE VIC 3001
- T: 1800 931 678