

1300WHATLOAN

## Internal Dispute Resolution (IDR)

### **IDR**

1300WHATLOAN strives to ensure that your dealings with us are professional, ethical and fair at all times. However, if you do have any concerns or complaints about your loan application or any other dealings with any of your members, please let us know immediately so that we can take steps to resolve any issues in a prompt and efficient manner.

This is our customer service commitment to you and we take it very seriously.

The Customer Service Manager responsible for working with you to resolve any issues is:

Joao Carlos Lopes or Sonia Lopes

Address 18 Thrift Street Colyton NSW 2760

Direct phone contact number: 0403 151 614

Fax number: 02 8809 9318

[complains@1300whatloan.com](mailto:complains@1300whatloan.com)