

Complaints Handling Brochure

We prioritise your satisfaction and aim to provide exceptional service. If you encounter any issues or wish to make a complaint, we encourage you to contact us so that we can work together to find a suitable resolution.

Servicer / Mortgage Broker:	Vision Loans Servicing Pty Ltd ACN 681 686 699 trading as Vzn Loans, operating under Authorised Credit Representative Number 000567598. AFCA Number: 11626
Servicer / Mortgage Broker's registered office & postal address:	Angel Place, Level 17, 123 Pitt Street Sydney NSW 2000

How to Make a Complaint

You may lodge a complaint using any of the following contact methods:

In writing to: Vzn Loans Customer Service Team
Angel Place, Level 17
123 Pitt Street
Sydney NSW 2000

By email: info@vznloans.com.au

By phone: (02) 8201 7335

We will acknowledge receipt of your complaint promptly upon lodgement.

Information We Need From You

To help us address your concerns effectively, please provide:

- your account details (if applicable);
- a clear description of your complaint;
- the outcome or resolution you are seeking;
- any other relevant information that may assist us.

How Long Will It Take?

Our goal is to resolve your complaint within **5 business days**. Where possible, we will address it on the spot. If additional time is required, we will inform you accordingly. In all cases, we will provide a final response within **30 days** of receiving your complaint.

If exceptional circumstances prevent us from meeting this timeline, we will contact you to explain the delay and provide an estimated timeframe for our response.

If You're Still Not Satisfied

If you remain dissatisfied with our handling of your complaint, you may escalate the matter to the Australian Financial Complaints Authority (**AFCA**). Please note that we trade under our business name Vzn Loans, and our named entities above are members of AFCA. Please use the relevant

AFCA member Number stated above to lodge your complaint with AFCA. AFCA offers an independent and free complaint resolution service.

Contact AFCA:

Phone: 1800 931 678 (free call)

Email: info@afca.org.au

Online: <http://www.afca.org.au>

Mail: To: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001