
Internal Dispute Resolution Policy

Green Light Auto Group is committed to a fair and prompt resolution of any disputes or complaints.

Please let us know of any concerns you may have promptly because a conversation on the telephone means Green Light Auto Group Pty Ltd can serve you better and continually improve our customer service. Often complaints are misunderstanding that can be resolved during a telephone conversation. It is recommended that you make contact with the branch/department you are dealing with. If you feel the issue is not being resolved satisfactorily you can:

- Email the Complaints Officer at: complaints@greenlightauto.finance
- Telephone the Complaints Officer: 1300 081 488
- Send a letter to the Complaints Officer at the postal address
PO Box 2152, Malaga WA 6090

If you have chosen to email, fax or write to us with a complaint, please include your contact information and you will receive an acknowledgement so you will know that we have received your complaint. The Complaints officer will assist you with handling the complaint and will advise if any further information is needed. The Complaints officer will liaise with managers and staff at Green Light Auto Group to find answers for you and if appropriate determine a fair remedy. You will be informed of the decision and the reasons for that decision.

Unless there are exceptional circumstances, we will in all instances respond to your complaints within 21 days of receipt of the initial complaint. If we are unable to resolve the complaint within 21 days from the initial complaint we will:

- Inform you of the reasons for the delay
- Specify a date when decision can be reasonably expected; and
- Notify you of your right to contact the Credit & Investments Ombudsman.

All complaints will be processed at no charge to you.

If you are not satisfied with the result of your complaint you may wish to contact our external Dispute Resolution scheme provided-Credit & Investments Ombudsman.

The Credit & Investments Ombudsman may be contacted as follows:

P: 02 9273 8400 PO BOX A252, Sydney South
F: 02 9273 8445 NSW 1235
E: info@cio.org.au
W: www.cosl.org.au