

Our internal dispute resolution scheme

We hope you are delighted with our services, but if you have any complaints you should notify us by contacting our Complaints Officer by:

- telephoning 03 94802000
- e-mailing reg.seit@regentfinance.com.au
- writing to 157 Plenty Road Plenty 3072

or by speaking to any representative of our business who will refer you to the Complaints Officer.

You should explain the details of your complaint as clearly as you can. You may do this verbally or in writing.

When we receive a complaint, we will attempt to resolve it promptly. We hope that in this way we will stop any unnecessary and inappropriate escalation of minor complaints.

Our external dispute resolution scheme

If we do not reach agreement on your complaint, you may refer the complaint to an ASIC Approved External Dispute Resolution (EDR) Scheme. Our external dispute resolution provider is specified above. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

You can obtain further details about our dispute resolution procedures and obtain details of our privacy policy on request or see our website – www.regentfinance.com.au

Things you should know


We don't provide legal or financial advice. It is important you understand your legal obligations under the loan, and the financial consequences. If you have any doubts, you should obtain independent legal and financial advice before you enter any loan contract.

Questions?

If you have any questions about this credit guide or anything else about our services, just ask at any time. We're here to help you.

Our Credit Representatives

We have appointed a number of Credit Representatives to provide services. Details of the Credit Representatives you are dealing with are set out below.

Credit representative's full name	Reg Seit, Renato Sottile, Astase Pty Ltd Atft A Klashovski Trust, Nardella & Associates Pty Ltd Atft L&M Nardella Family Trust, Melbourne  Prestige Finance Pty Ltd Atft Korban Family Trust
Address	157 Plenty Rd Preston 3072
Phone and e-mail	03-94802000 info@regentfinance.com.au
Credit Representative Number	389757

External Dispute Resolution Scheme contact details	Australian Financial Complaints Authority Limited Phone 1800 931 678 www.afca.org.au
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The information specified above applies specifically to the credit representative. In addition:

- The credit representative may receive the whole or part of the commissions and fees referred to above directly or indirectly from us as the licensee. You can obtain information from the credit representative about a reasonable estimate of those commissions and how the commission is worked out.