



Complaints Management Policy

Effective Date: 5 October 2021
Version 1.0



Our Company Mission

At Symple, we are in the business of helping hard working individual and households, who deserve and would benefit most from access to easier, better, faster, and more affordable loan options. We strive to be the most respected provider of personal lending solutions globally and to grow our company through an unwavering commitment to our customers.

How to make a complaint

Option 1: Email

You can email your complaint to customersupport@sympleloans.com.au

To help us address your complaint in a timely manner, please provide:

- Your full name
- Your best contact number and/or email
- Your preferred contact method and/or time
- What your complaint is about and your expected resolution.

Option 2: Phone

If you would like to talk to us directly, please call our customer service team between 9:00am – 5:00pm, Monday – Friday AEST.

Symple Customer Service Team: 1300 330 295

National Relay Service: 133 677

Option 3: Mail

If you are unable to email or call, please write to us at:

Symple Loans
Level 3, 24-26 Cubitt St.
Cremorne, VIC 3121

Further Assistance

Please let us know if you have any special needs and assistance any time during the complaint process. We can arrange for an interpreter (including an AUSLAN interpreter) to assist you in lodging your complaint.

Our Complaint Management Process

Step 1: Acknowledgement

Once your complaint is submitted, we will acknowledge your complaint via email with a complaint reference number within one business day.

Step 2: Resolution

We will aim to resolve your complaint within 5 business days from acknowledgement. Written response may not be provided unless it is requested.

Step 3: Escalation

If we cannot resolve your complaint within 5 business days, your complaint will be escalated and we will aim to resolve your complaint within 30 calendar days from acknowledgement (or within 21 calendar days where your complaint relates to financial hardship or debt collection). We will provide you with a written response of the outcome of your complaint.

Note: If we need more time to investigate your concerns, we'll provide you with an explanation and the expected date for our response. We'll continue to provide you with regular updates and provide you with contact details for an external dispute resolution service.

We'll communicate with your appointed representative if you authorise us to do so.

Your Options

If you are not satisfied with the response we have provided to your complaint, you have the right to lodge a complaint with our external dispute resolution service, Australian Financial Complaints Authority (AFCA).

AFCA is a free service established to provide you with an independent mechanism to resolve specific complaints. There are other support services such as community legal centres and financial counsellors you can talk to.

We encourage you to resolve your complaint with us first before contacting AFCA.

AFCA can be contacted using the details below:

- Website: afca.org.au
- Phone: [+61 1800 931 678](tel:+611800931678)
- Mail:
Australian Financial Complaints Authority
GPO Box 3
MELBOURNE, VIC 3001