



Opportunity to improve – resolving problems

At Medfin we welcome the opportunity to listen to your opinions and to improve our client service in any way possible.

If our service does not meet your expectations or you would like to give us a suggestion about how we can improve, please contact us by using one of the following alternatives.

Five ways to raise an issue with Medfin

1. Call us directly:
Contact Client Services on 1300 361 122 or your local Relationship Manager
2. Send us a fax:
[Download the fax template](#), complete and send to Client Services on 1300 654 141
3. Send us an email under
client_resolutions@medfin.com.au or email your [local Relationship Manager](#).
Alternatively complete our online feedback/complaints form.
4. Come and see us at one of our [branches](#) and speak to us directly.
5. Write to us at:
Medfin Australia Pty Ltd, Client Services,
Po Box 304, St Leonards NSW 1590

Fast resolutions to your concerns

Every issue raised with Medfin will be addressed as quickly as possible. If an issue cannot be resolved immediately, we will contact you on the next working day to discuss the ongoing process.

Most general issues are resolved within one business day. If your issue cannot be resolved on that day, Medfin aims to find a resolution within five working days. If more time is required for investigation, we will advise you by using your preferred communication method.

Going a step further? Our internal feedback process.

We're here to help, so if you feel that Client Services or your Relationship Manager haven't resolved the issue, the next step is to escalate your concerns to one of our leaders.

Contacting a Medfin leader

Phone 1300 361 122 and our Client Service representative will transfer your call to the appropriate leader.
Email: client_resolutions@medfin.com.au

Need more options?

If you have raised an issue with Medfin and don't feel it has been resolved to your satisfaction, you may be able to raise your concerns with the Financial Ombudsman services.

The Ombudsman is not an advocate for either the client or the financial institution. It works to assess the merits of each case based on the information provided by both parties, taking into account the law, applicable industry codes or guidelines, good banking practice and fairness.

You can contact the Financial Ombudsman Services:

Phone: 03 9613 7333 or 1300 780 808

Email: info@fos.org.au

Website: www.fos.org.au

Postal address:

Financial Ombudsman Services:

GPO Box 3

Melbourne Victoria 3001

Or visit www.fos.org.au

