

A Guide to Dispute Resolution with People's Choice Credit Union

As a way of improving our products and services we welcome member feedback and have processes in place to ensure member feedback and complaints are reviewed and acted upon appropriately.

We have prepared this brochure to guide you through this process and the courses of action available to you should you wish to provide feedback or make a complaint.

The First Step

If you are dissatisfied with our products or services, or our complaints handling procedure itself we would like to help you resolve your concern as quickly as possible. The first step in raising any concern is to ask to speak to the appropriate staff member or manager in the area you have experienced an issue to resolve your concern and provide feedback. Our staff are here to listen and understand your concern and resolve it to your satisfaction.

However, should you be unhappy with how your concern has been resolved, you can contact our Member Response team to discuss your concern further or submit a complaint.

Member Response Team Investigation

Our Member Response team is responsible for looking into your complaint. A representative of the team will investigate your complaint and once the investigation is complete, provide you with a decision. This will be done within 21 days of the team being advised of the complaint. Sometimes you may need to be contacted for further information or to advise that more time is required to fully investigate the issue.

As soon as a decision has been reached, the Member Response team will write to you outlining the reasons for the decision.

If we are not able to resolve your complaint to your satisfaction (within 30 days for all credit reporting complaints, or within 45 days for all other complaints), you may take the complaint to the External Dispute Resolution Scheme, even if we are still considering it (assuming the complaint is within the scheme's Rules and Operational Guidelines). We will inform you that you have this right before the expiry of the 30 or 45 day period, as applicable.

External Dispute Resolution

People's Choice Credit Union (People's Choice) is a member of an independent External Dispute Resolution Scheme, the Australian Financial Complaints Authority (AFCA) for all Credit Union related complaints. This service is available to resolve certain disputes which cannot be resolved through the internal complaints process. AFCA has the power to make binding decisions upon the participating financial institution.

Using AFCA is free for members and you will find their contact details at the end of this brochure.

People's Choice is also a member of the Customer Owned Banking Code of Practice, a voluntary code that outlines our commitment to being fair and ethical when dealing with you. If you believe People's Choice has breached the Customer Owned Banking Code of Practice, and the complaint does not involve a claim that you have suffered loss or detriment, you can report it to AFCA or the Compliance Manager, Code Compliance Committee, telephone 1800 367 287 or via www.cobccc.org.au

What kinds of disputes will be considered by the Dispute Resolution Scheme?

When considering complaints, AFCA use Rules and Operational Guidelines to define the scope of complaints that may be considered by the service. A copy of the Rules and Operational Guidelines is available upon request from AFCA or us.

The Dispute Resolution Scheme will cover any dispute where you think we have contravened the Customer Owned Banking Code of Practice, including the Corporations Act, Privacy Act, National Consumer Credit Protection Act or the ePayments Code.

These pieces of legislation or codes of practice encompass the rights and obligations of you and People's Choice in respect of:

- deposit, loan or other facilities provided wholly and exclusively for personal, domestic and household purposes and,
- all transactions, regardless of the purpose, intended to be initiated through an electronic terminal by the combined use of and EFT plastic card and a personal identification number (PIN).

AFCA does not usually consider disputes:

- relating to our commercial judgment in decisions about lending or security
- relating to our general interest rate or fee policy
- where it is more appropriate that the dispute be resolved in another forum (such as a court)
- where the dispute is being pursued in a frivolous or vexatious manner
- if it appears to AFCA that People's Choice has not had sufficient opportunity to consider the matter and attempt to resolve the problem
- until at least 30 days (for all credit reporting complaints) or 45 days (for all other complaints) has elapsed since you made your complaint with People's Choice.

What happens if your complaint becomes an External Dispute?

AFCA may be able to provide immediate assistance to resolve the matter to your satisfaction. If not, they may ask you to provide your complaint, and any supporting documentation, in writing.

If they consider your dispute to be within their Rules and Operational Guidelines, there are several ways the resolution process can progress.

Sometimes you may be referred back to us. The most common scenario however, is that we are asked to prepare a written submission in response to your complaint including copies of any relevant information. You may be given the opportunity to review and reply to our submission.

Upon investigation of the dispute, AFCA may facilitate negotiations between us to resolve the matter.

If these negotiations are unsuccessful AFCA will make a determination which will be binding upon People's Choice. You will be given 30 days to accept the determination. If you reject the determination or fail to accept it within 30 days, the dispute proceedings will be deemed as concluded.

Please note, by seeking the assistance of AFCA you do not lose your right to pursue your complaint in the courts unless you agree to accept the determination. In this case, you will be contractually bound by the terms of the agreement.

Timing of complaints

Where your complaint concerns an entry in a statement of account for a loan or other credit contract, you are urged to send written notification of the complaint as soon as possible to avoid losing any rights to challenge the entry available to you under consumer credit laws.

Contact Information

For further information or to lodge a written complaint, please contact;

Member Response, People's Choice Credit Union:

Mail: GPO Box 1942, Adelaide SA 5001

Phone: 13 11 82

Email: MemberResponse@peopleschoicecu.com.au

For assistance with lodging an external dispute, after the internal dispute process has been completed, please contact;

The Australian Financial Complaints Authority:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne VIC 3001