



## SMATS Services (Australia) Pty Ltd

ACN 141 112 807 | ABN 37 141 112 807

AUSTRALIAN CREDIT LICENCE NUMBER 385201

### INTERNAL DISPUTE RESOLUTION (IDR)

Should you have a complaint we will do the best to resolve it via our INTERNAL DISPUTE RESOLUTION process.

Complaints can be made by contacting our Complaints Contact person – Helen Avis

- By email: [helen@smats.net](mailto:helen@smats.net)
- By written letter: #17-01 Sim Lim Tower, 10 Jalan Besar, Singapore 208787
- By facsimile: +65 62934332
- By telephone: +65 62934148

We will endeavour to deal with your complaint as quickly as possible.

### EXTERNAL DISPUTE RESOLUTION (EDR)

SMATS Services is a member of an independent external dispute resolution scheme, the Credit & Investments Ombudsman (CIO). If at any time, you feel your complaint remains unresolved or you wish CIO to further investigate your complaint, you can contact CIO as detailed below:

#### CREDIT & INVESTMENTS OMBUDSMAN

- [www.cio.org.au](http://www.cio.org.au)
- [info@cio.org.au](mailto:info@cio.org.au)
- PO BOX A252 SOUTH SYDNEY NSW 1235
- T: 1800 138 422
- F: (02) 9273 8440