



We want to hear from you

At Lombard Finance we are dedicated to providing every customer with a superior level of service. We want to hear from you if you can suggest a way Lombard Finance could improve for its customers.

Contact Us

To make a suggestion, pay a compliment or make a complaint:

Telephone on 1300 132 301 from 9:00am-5:30pm Mon-Thurs (EST)
9:00am-5:00pm Fri (EST)

Fax on (02) 9431 1700

Write to Lombard Finance
PO Box 2288
St Leonards NSW 1590

Email on feedback@lombardfinance.com.au or info@lombardfinance.com.au

Online at www.lombardfinance.com.au

If English is not your first language, Lombard Finance will endeavour to offer the services of a multilingual employee. To inquire as to whether your preferred language is spoken by a Lombard Finance employee, please contact 1300 132 301.

If you would like to avail of a Translating and Interpreting Service for non English speakers please refer to The Department of Immigration and Citizenship on 131 450 or website www.immi.gov.au

If you are deaf or have a hearing or speech impairment, contact the National Relay Service:

- TTY users phone 133 677 then ask for (02) 9431 1600.
- Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for (02) 9431 1600.
- Internet relay users connect to the National Relay Service and then ask for (02) 9431 1600.

The National Relay Service will relay the conversation between Lombard Finance and you.

How Lombard Finance Handle Your Complaint

When a complaint is received, Lombard Finance will:

- Attempt to resolve the issue at first point of contact. However, if it is not possible to resolve the issue at the first point of contact, the issue will be forwarded to Management for review.
- Advise you we are in receipt of the complaint.
- Investigate the complaint.
- Advise you of the outcome of the complaint within five (5) business days. The findings will include: the reasons for the decision, an explanation as to why the issue arose, and the proposed action.
- If the complaint can't be resolved within five (5) business days, you will be notified by Lombard Finance. The notification will include: the status of the investigation into the complaint, an explanation as to why the delay was encountered and an expected date of resolution. Lombard Finance will endeavour to advise you of the outcome of the complaint by the expected date of resolution.

What if you aren't happy with the outcome of the complaint?

Despite our best efforts, you may not be satisfied with the final outcome reached by Lombard Finance. If this is the case, you can contact the Financial Ombudsman Service (FOS).

FOS is an external dispute resolution provider offering free and accessible dispute resolution services to consumers in the financial services market.

To contact FOS:

Telephone on	1300 78 08 08
Fax on	(03) 9613 6399
Write to	GPO Box 3 Melbourne, VIC, 3001
Email on	info@fos.org.au
Online at	www.fos.org.au