



## Resolving your concerns

Metro Hail Pty Ltd has an internal dispute resolution process in place to resolve your concerns.

If at any time you feel like you are not satisfied with our service, you can contact us by e-mail, phone or in writing.

### **Metro Hail Pty Ltd**

**Phone:** (07) 3101 0881

**Email:** [Home@MetroHail.com.au](mailto:Home@MetroHail.com.au)

**Address:** 14 Gore St, Albion QLD 4010

### **Enva Australia Pty Ltd – Complaints Manager**

**Phone:** 1300 160 803

**Email:** [enquiry@enva.com.au](mailto:enquiry@enva.com.au)

**Address:** 164 Main Road McLaren Vale, SA 5171

Our aim is to resolve your concerns as quickly and fairly as possible.

If someone else is lodging a complaint on your behalf, we will require appropriate authority for your representative to communicate on your behalf.

We will acknowledge your complaint at the time or generally within 1 business day.

We aim to resolve your concern within 5 business days or such further time as is reasonable given the nature of your matter.

You may be requested to provide additional information to assist us with resolving your complaint. Where further assessment and investigation is required to resolve a complaint, we will provide a written response within 30 days. If your complaint has not been resolved satisfactorily within 30 days, you may escalate it to the following External Dispute Resolution Scheme. Enva Australia is a member of the Australian Financial Complaints Authority and holds member number 46196.

*Any issue regarding our services:*

**Australian Financial Complaints Association (AFCA) – Complaints Manager**

**Phone:** 1800 931 678

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Address:** GPO Box 3 Melbourne, VIC, 3001

Please note that before AFCA can investigate and assist you with your complaint, they generally require you to have first provided us with the opportunity to address the complaint.

*Any issue relating to your privacy:*

**The Privacy Commissioner – The Privacy Commissioner**

**Phone:** 1300 363 992

**Email:** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

**Address:** GPO Box 5218 Sydney, NSW, 2001

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

If you require any additional assistance including accessible services or have any questions regarding our dispute resolution process, please contact us for further assistance.