

Complaints Policy PDS

This document is part of the Product Disclosure Statement (PDS) for Laiki Bank (Australia) Ltd.

The PDS is an important document. It provides you with information about the financial products we offer so you can decide whether or not to apply for them. It also forms the contract between you and us and is therefore legally binding on you in your dealings with us. You should read this document and other parts of the PDS carefully before acquiring any of the products to which the PDS applies. You should also keep the PDS for your future reference.

If you do not have the other parts of the PDS that are relevant to your product, the PDS is incomplete. Please contact Laiki Bank on 1300 888 700 to arrange for them to be sent to you or if you have any questions regarding them. These documents can also be found in any of our branches or on our website www.laikibank.com.au

COMPLAINTS POLICY

Making a complaint

We aim to provide the best customer service to you, our customers. We recognise that sometimes things can go wrong. If you think we have failed in any way, please tell us because it gives us the opportunity to fix the problem. Also, by telling us where you think we have gone wrong, we will be able to deliver improved service to you in the future. To deal with your concerns and to assist you, we offer a free internal complaint or dispute resolution scheme to all customers and a free external dispute resolution scheme for personal and small business customers.

Please rest assured that all matters are dealt with seriously by the bank and in total confidence.

Lodging your complaint or dispute

The first place to make your complaint known is your branch. We are able to receive complaints by various methods i.e. verbally, by fax, via our web site or in writing (refer to our contact points below). When you lodge a complaint or dispute with Laiki Bank, we ask that you do so in writing on one of our forms, if you wish, so that we may keep an accurate record of it and ensure that your complaint is followed up until it is resolved. Should you require assistance with lodging your complaint or dispute, our staff will be pleased to help you.

To help us help you.....

1. Gather all documents and supporting papers about the matter.
2. Personally contact the staff at your branch or your Account Manager and explain the problem. Our staff will review the matter fully and if possible resolve it straight away.
3. If your complaint or dispute is not resolved at the initial point of contact and warrants further investigation, the matter will be escalated until resolved. We will send you a written acknowledgement of receipt of your complaint within 5 business days. Included in this acknowledgement will be the name and contact number of the person who is investigating your complaint or dispute. Rest assured that an officer with the necessary authority will review your matter.

If a decision is not made within a specified time period, then we will inform you, no more than 5 business days after the expiry of that time period, that a complaint or dispute may be lodged with the external dispute resolution scheme.

External Dispute Resolution

We expect that we will completely resolve the matter you raise. If, despite our best efforts, you believe your complaint or dispute has not been satisfactorily dealt with, you may wish to contact the external complaints resolution scheme, namely the Financial Ombudsman Services Limited (FOS).

The (FOS) is an impartial, independent and free, alternative dispute resolution scheme for complainants. The Ombudsman can investigate a matter, but will only do so once you have given us the opportunity to investigate and review it.

The Ombudsman can investigate the following problems involving:

- An individual or a small business **and** the amount of the claim is less than \$280,000.
- A financial service provided by the bank, such as:
 - a) any act or omission by the bank in relation to a financial service in Australia
 - b) any act or omission by a bank relating to confidentiality, and in the case of an individual complainant, privacy.

They **cannot** investigate:

- a commercial decision we make, such as whether a loan is approved; or
- Laiki Bank's general policies and practices, such as the level of interest rates or amount of fees.
- Complaints raised against LBA or any of its employees before the 1st March 2004.

(For a more detailed list, please refer to the FOS website at www.fos.org.au)

Our Contact Information

Write to:

Customer Complaints Officer Laiki Bank (Australia) Ltd
GPO Box 4288
SYDNEY NSW 2001

Telephone: 1300 888 700

Fax: 1300 888 710

Web site: www.laikibank.com.au

Note: For complaints relating to privacy issues or the handling of personal information, please address all mail to Customer Services-Privacy Section.

Internal Dispute Resolution

We aim to resolve most matters as quickly as possible, however some matters are more complex and can take longer to resolve. If that is the case, we will keep you informed of our progress.

Within 21 days of becoming aware of a complaint or dispute, we will:

- a) complete the investigation and inform you of the outcome of the investigation; **or**
- b) inform you of our need for more time to complete our investigation.

Unless there are exceptional circumstances, we will complete our investigation within 45 days of receipt of the complaint or dispute.

If we are unable to resolve a complaint or dispute within 45 days, we will:

- a) inform you of the reasons for the delay;
- b) provide you with monthly updates on progress with the complaint or dispute; **and**
- c) specify a date when a decision can reasonably be expected, unless we are waiting for a response from you which we have requested from you.

We will provide written reasons for our decision regarding a complaint or dispute, unless it has been mutually agreed that it can be given verbally.

**You can contact the Financial Ombudsman Service
by:**

Telephone: (03) 9613 7366 or Toll free 1300 780 808

Fax: (03) 9613 6399

Website: www.fos.org.au

Email: info@fos.org.au

Writing to: Financial Ombudsman Service Limited
GPO Box 3
MELBOURNE VIC 3001