

Complaints handling process

At IQumulate Premium Funding (IQumulate), we are committed to providing our customers with the highest standard of products and services available.

We take complaints very seriously; they give us important information about how we can better serve our customers. Should we fail to meet your expectations, we welcome your comments and encourage you to make contact by phone, email or letter in order to improve our service to you.

IQumulate has a formal complaint handling process to ensure that any issues raised are addressed in a timely and fair manner and in accordance with our regulatory requirements.

IQumulate also subscribes to the Australian Financial Complaints Authority (AFCA), an external dispute resolution scheme. Should you be dissatisfied with the outcome of your complaint, you have the right to refer the matter to AFCA. AFCA is a free and independent service that resolves disputes between consumers - including some small businesses - and member financial services providers.

IQumulate Premium Funding

1300 555 068

assist@iqumulate.com

IQumulate Premium Funding, GPO Box 5435CC, Melbourne VIC 3001

Australian Financial Complaints Authority

1300 931 678

info@afca.org.au

Australian Financial Complaints Authority Limited, GPO Box 3, Melbourne VIC 3001

www.afca.org.au