Adelaide Bank Limited

Customer Relations

Phone: (08) 8300 6399
Toll Free No: 1800 266 233

Comments: **Adelaide Callers: (08) 8300 6399**
Interstate Callers: 1800 266 233

Ms Julie Dillon
Quality Service Manager - Customer Help Centre
Adelaide Bank Limited
PO Box 480
BENDIGO VIC 3552

Fax: 1300 367 615

AMP Bank Limited

TELEPHONE:

Mr Wade Slowgrove
Manager - Support Services

Phone: (02) 9768 4046

Comments: **EMAIL : wade_slowgrove@ampbanking.com.au**

WRITTEN COMPLAINTS:

Mr Wade Slowgrove
Manager - Support Services
AMP Bank Limited
Locked Bag 5059
PARRAMATTA PRIVATE BOXES NSW 2124

Fax: (02) 8843 8381

Comments: **EMAIL : wade_slowgrove@ampbanking.com.au**

Arab Bank Australia Limited

TELEPHONE:

Ms Youmna Farhat
Head of Risk Management and Compliance

Phone: (02) 9377 8921

Comments: **email : youmna.farhat@arabbank.com.au**

WRITTEN COMPLAINTS:

Ms Youmna Farhat
Head of Risk Management and Compliance
Arab Bank Australia Limited
PO Box N 645
GROSVENOR PLACE NSW 1220

Fax: (02) 9247 2408

Australia and New Zealand Banking Group Limited

TELEPHONE:

Aussie Credit Cards — Phone: / Toll Free No: 1300 660 841

ANZ Toll Free — Phone: / Toll Free No: 1800 988 899

Comments: **All ESANDA disputes to be referred to ANZ Customer Liaison**

Aussie Credit Card Customers should be referred to 1300 660 841

WRITTEN COMPLAINTS:

Ms Judith Swan
National Manager Customer Resolution
Australia and New Zealand Banking Group Limited
22/100 Queen Street
MELBOURNE VIC 3000

Fax: (03) 9273 6423

Comments: **email: ncl@anz.com**
All ESANDA disputes to be referred to ANZ Customer Liaison

Bank of China (Australia) Limited

TELEPHONE:

Mr David G Ingram
Acting Deputy CEO - BOCAL

Phone: 02) 8235 5999

WRITTEN COMPLAINTS:

Mr David G Ingram
Acting Deputy CEO - BOCAL
Bank of China (Australia) Limited
39-41 York Street
SYDNEY NSW 2000

Fax: (02) 9262 1794

Bank of Cyprus Australia Limited

TELEPHONE:

Ms Dimitria Anastasiou
Customer Service Manager - Branch Co-ordinator NSW

Phone: (02) 8226 5888

Comments: **Emai: anastasioud@bankofcyprus.com.au**

WRITTEN COMPLAINTS:

Ms Dimitria Anastasiou
Customer Service Manager - Branch Co-ordinator NSW
Bank of Cyprus Australia Limited
Level 21
459 Collins Street
MELBOURNE VIC 3000

Fax: (02) 8226 5858

Comments: **Email: anastasioud@bankofcyprus.com.au**

Bank of Queensland Limited

TELEPHONE:

Customer Relations

Phone:
Toll Free No: 1300 884 528

WRITTEN COMPLAINTS:

Mr Gavin Watts
Customer Relations Manager
Bank of Queensland Limited
GPO Box 898
BRISBANE QLD 4001

Fax: (07) 3212 3286

Comments: **EMAIL: customer.relations@boq.com.au**

Bank of Western Australia Limited

TELEPHONE:

Ms Linda Van Gent
Head of Service Quality

Phone: (08) 9449 2525
Toll Free No: 13 17 18

Comments: **Country WA & Interstate Callers to Toll Free No.**
Primary Telephone Contact

WRITTEN COMPLAINTS:

Ms Linda Van Gent
Head of Service Quality
Bank of Western Australia Limited
BankWest Tower
GPO Box E237
PERTH WA 6001

Fax: (08) 9449 2555

BankSA (a division of St George Bank Limited)

TELEPHONE:

Customer Relations Department

Phone: (08) 8424 5722

WRITTEN COMPLAINTS:

Mr John Gatley
Manager Customer Relations
BankSA (a division of St George Bank Limited)
Level 2, 51 Pirie Street
ADELAIDE SA 5000

Fax: (08) 8424 5950

Comments: **EMAIL: custrelbsa@banksa.com.au**

Bendigo and Adelaide Bank Limited

TELEPHONE:

ADELAIDE Customer Help Centre
Phone:
Toll Free No: 1800 266 233

BENDIGO Customer Help Centre
Phone:
Toll Free No: 1300 361 911

WRITTEN COMPLAINTS:

Ms Julie Dillon
Quality Service Manager - Customer Help Centre
Bendigo and Adelaide Bank Limited
PO Box 480
BENDIGO VIC 3552

Fax: 1300 367 615

Comments: **EMAIL: julie.dillon@bendigobank.com.au**

Citigroup Pty Limited

TELEPHONE:

Citibank Customer Advocacy Unit
Phone: (02) 8225 3286
Toll Free No: 1300 308 935

WRITTEN COMPLAINTS:

Mrs Priscilla Bryan
Head of Customer Advocacy Unit
Citigroup Pty Limited
GPO Box 204
SYDNEY NSW 2001

Fax: (02) 8225 5131

Comments: **email : priscilla.bryan@citigroup.com**

Commonwealth Bank of Australia

TELEPHONE:

Customer Relations Office
Phone:
Toll Free No: 1800 805 605

WRITTEN COMPLAINTS:

Mr Brendan French
Head of Customer Relations
Commonwealth Bank of Australia
GPO Box 41
SYDNEY NSW 2001

Fax: 1800 028 542

Comments: **EMAIL: customerrelations@cba.com.au**

Elders Rural Bank Limited

TELEPHONE:

Customer Relations

Phone:
Toll Free No: 1300 307 941

WRITTEN COMPLAINTS:

Taso Corolis
General Manager Risk
Elders Rural Bank Limited
Level 1
27 Currie Street
ADELAIDE SA 5000

Fax: (08) 8410 4765

GE Money

TELEPHONE:

Mr Peter Fisher
Dispute Resolution Officer
Phone: (03) 9921 6835
Toll Free No: 1300 550 006

Ms Fiona Allanson
Dispute Resolution Officer
Phone: (03) 9921 6860
Toll Free No: 1300 550 006

Ms Thuy Nguyen
Dispute Resolution Officer
Phone: (03) 9921 6208
Toll Free No: 1300 550 006

Ms Zoe Smith
Dispute Resolution Officer
Phone: (03) 9921 4662
Toll Free No: 1300 550 006

WRITTEN COMPLAINTS:

Mr Stephen Blyth
Dispute Resolution Leader
GE Money
572 Swan Street
BURNLEY VIC 3121

Fax: (03) 9921 6100

HBOS Treasury Services plc

Mr Neville Gullickson
Head of Compliance
Phone: (02) 9004 2100

Mr Neville Gullickson
Head of Compliance
HBOS Treasury Services plc
Level 25
45 Clarence Street
SYDNEY NSW 2000

Fax: (02) 8235 0702

HSBC Bank Australia Limited

TELEPHONE:

Customer Relations — Phone: — Toll Free No: 1300 308 188

WRITTEN COMPLAINTS:

Mr Jason Busch — Fax: (02) 9255 2647
Quality Assurance and Customer Relations Manager
HSBC Bank Australia Limited
Level 11, 580 George Street
SYDNEY NSW 2000

Comments: **Email : customerrelationsaustralia@hsbc.com.au**

ING Bank (Australia) Limited

TELEPHONE:

Mr Damian Grima — Phone: (02) 9028 4220
Complaint Resolutin Officer — Toll Free No: 133 464

General Enquiries — Phone: — Toll Free No: 1800 133 464

Comments: **Phone referral for ING Mortage Products and ING Direct phone referrals for ING Bank should be directed to 131 688**

WRITTEN COMPLAINTS:

Ms Rebecca Ellis — Fax: (02) 9028 4712
Compliance Manager
ING Bank (Australia) Limited
GPO Box 4094
SYDNEY NSW 2001

Comments: **EMAIL: rebecca.ellis@ingdirect.com.au**

Laiki Bank (Australia) Limited

TELEPHONE:

Ms Helen Leondios — Phone: (02) 8262 9060
Manager, Compliance & Customer Relations — Toll Free No: 1300 888 700

Comments: **email: hleondios@laiki.com**

WRITTEN COMPLAINTS:

Ms Helen Leondios — Fax: (02) 9283 7723
Manager, Compliance & Customer Relations
Laiki Bank (Australia) Limited
GPO Box 4288
SYDNEY NSW 2001

Comments: **email: hleondios@laiki.com**

Macquarie Bank Limited

TELEPHONE:

Mr Christopher Fintan
Assoc Director, Risk Management Group - Compliance

Phone: (02) 8232 0337

Comments: **Email: chris.fintan@macquarie.com**

WRITTEN COMPLAINTS:

Mr Christopher Fintan
Assoc Director, Risk Management Group - Compliance
Macquarie Bank Limited
Level 16/1 Martin Place
SYDNEY NSW 2000

Fax: (02) 8232 4437

Comments: **Email: chris.fintan@macquarie.com**

Mega International Commercial Bank Co., Ltd

TELEPHONE:

Mr William Juang
Compliance Officer

Phone: (02) 9267 7511

WRITTEN COMPLAINTS:

Mr William Juang
Compliance Officer
Mega International Commercial Bank Co., Ltd
GPO Box 2653
SYDNEY NSW 2001

Fax: (02) 9264 5492

Members Equity Bank Pty Limited

TELEPHONE:

Customer Complaints

Phone:
Toll Free No: 1300 654 998

WRITTEN COMPLAINTS:

Mr Anthony Ning
Service Quality Leader
Members Equity Bank Pty Limited
GPO Box 1345
MELBOURNE VIC 3001

Fax: (03) 9605 6628

Comments: **Relieving Tara Johnston for 6 months Maternity Leave (from 5/2004)**
EMAIL: aning@membersequity.com.au

Mizuho Corporate Bank Ltd

TELEPHONE:

Ms Ariella Dudine
Compliance Officer

Phone: (02) 8273 3888

Comments: **Email: ariella.dudine@mhcb.com.au**

WRITTEN COMPLAINTS:

Mr Ryusuke Aya
Joint General Manager
Mizuho Corporate Bank Ltd
GPO Box 4090
SYDNEY NSW 2001

Fax: (02) 8273 3999

Comments: **EMAIL: ryusuke.aya@mizuho-cb.com**

MoneySwitch Limited

TELEPHONE:

Mr Justin Mitchell
Audit & Compliance Manager

Phone: (02) 8907 1714

Comments: **email : jmitchell@tyro.com**

WRITTEN COMPLAINTS:

Mr Justin Mitchell
Audit & Compliance Manager
MoneySwitch Limited
2/125 York Street
SYDNEY NSW 2000

Fax: (02) 8907 1614

Comments: **email : jmitchell@tyro.com**

National Australia Bank Limited

TELEPHONE:

Customer Resolutions

Phone:
Toll Free No: 1800 152 015

WRITTEN COMPLAINTS:

Mr Niall Beirne
Head of Customer Feedback & Resolutions
National Australia Bank Limited
Reply Paid 2870
MELBOURNE VIC 8060

Fax: (03 9322 7020

Rabobank Australia Limited

TELEPHONE:

Ms Catherine Dawson
Head of Compliance

Phone: (02) 8115 4000

WRITTEN COMPLAINTS:

Ms Catherine Dawson
Head of Compliance
Rabobank Australia Limited
GPO Box 4577
SYDNEY NSW 2001

Fax: (02) 8115 1009

Royal Bank of Canada

TELEPHONE:

Mr Alan Downie
Managing Director and CFO, RBC Capital Markets

Phone: (02) 9033 3059

Mr Jack Drewe
Head of Compliance

Phone: (02) 9033 3092

Comments: **Email: jack.drewe@rbccm.com**

WRITTEN COMPLAINTS:

Mr Jack Drewe
Head of Compliance
Royal Bank of Canada
Level 46, 2 Park Street
SYDNEY NSW 2000

Fax: (02) 9264 2855

Comments: **Email: jack.drewe@rbccm.com**

St George Bank Limited

TELEPHONE:

Customer Relations Office

Phone: (02) 9553 5173
Toll Free No: 1800 804 728

Comments: **Refer Sydney callers to 9553 5173**

WRITTEN COMPLAINTS:

Ms Janelle Lawless
Senior Manager Customer Relations
St George Bank Limited
Locked Bag 1
KOGARAH NSW 1485

Fax: (02) 9952 1080

State Bank of India

TELEPHONE:

Mr Mohan Subramanian
Chief Executive Officer

Phone: (02) 9241 5643

WRITTEN COMPLAINTS:

Mr Mohan Subramanian
Chief Executive Officer
State Bank of India
Suite 2 & 3, Level 12
234 George Street
SYDNEY NSW 2000

Fax: (02) 9241 5643

Comments: **EMAIL: sbi@bigpond.net.au**

Suncorp-Metway Limited

TELEPHONE:

Customer Relations Office

Phone:
Toll Free No: 1800 689 762

WRITTEN COMPLAINTS:

Ms Jane Pires
Customer Dispute Resolution Specialist
Suncorp-Metway Limited
Group Customer Relations Unit (RE073)
GPO Box 1453
BRISBANE QLD 4001

Fax: (07) 3031 2307

Taiwan Business Bank

TELEPHONE:

Mr Nelson Fan
Manager

Phone: (02) 9262 3356

Mr Richard Wu
General Manager

Phone: (02) 9262 3356

Ms Flora Chin
Senior Manager

Phone: (02) 9262 3356

WRITTEN COMPLAINTS:

Ms Flora Chin
Senior Manager
Taiwan Business Bank
Suite 3, Level 24
363 George Street
SYDNEY NSW 2000

Fax: (02) 9262 3376

Comments: **EMAIL : account@tbbau.com.au**

The Bank of Tokyo - Mitsubishi UFJ Ltd

TELEPHONE:

Mr Graham Hill
Head of Operations

Phone: (02) 9296 1200

WRITTEN COMPLAINTS:

Mr Graham Hill
Head of Operations
The Bank of Tokyo - Mitsubishi UFJ Ltd
Level 25, Gateway, 1 Macquarie Place
SYDNEY NSW 2000

Fax: (02) 9296 1222

Comments: **EMAIL: btmagraham@btma.com.au**

The Royal Bank of Scotland Pty Ltd

TELEPHONE:

Mr Neville Gullickson
Head of Compliance

Phone: (02) 9004 2100

WRITTEN COMPLAINTS:

Mr Neville Gullickson
Head of Compliance
The Royal Bank of Scotland Pty Ltd
Level 48, Australia Square
264-278 George Street
SYDNEY NSW 2000

Fax: (02) 9778 0240

United Overseas Bank Limited

TELEPHONE:

Mr Eric Yeo
General Manager - Operations

Phone: (02) 9221 1924

WRITTEN COMPLAINTS:

Mr Eric Yeo
General Manager - Operations
United Overseas Bank Limited
Level 9
32 Martin Place
SYDNEY NSW 2000

Comments: **email : eric.yeoAL@uobgroup.com**

FINANCIAL OMBUDSMAN SERVICE

Banking & Finance

Westpac Banking Corporation

TELEPHONE:

Westpac Complaint Review Service

Phone:
Toll Free No: 1300 881 949

Comments: **Phone Banking General Enquiries to: 1800 800 388**

WRITTEN COMPLAINTS:

Ms Dot Windley
Senior Manager, Complaint Review Service
Westpac Banking Corporation
GPO Box 5265
SYDNEY NSW 2001

Fax: (02) 8253 1826

Comments: **email: dwindley@westpac.com.au**

Financial counsellors & 3rd parties acting on behalf of borrowers may be referred to:
Westpac Banking Corporation, Client Administration and Support, GPO Box 1400, ADELAIDE SA 5001 (Fax: 08 8290 5070). Hardship A/c

A.R.E.M. Pty Ltd

TELEPHONE:

Mr Bob Clarke
General Manager

Phone: (02) 9687 8577

WRITTEN COMPLAINTS:

Mr Bob Clarke
General Manager
A.R.E.M. Pty Ltd
17 Gowrie Crescent
WESTMEAD NSW 2145

Fax: (02) 9687 8711

AAMC Training Group Pty Ltd

TELEPHONE:

Ms Lisa Ditchburn
National Administration Manager

Phone: (08) 9344 4088

WRITTEN COMPLAINTS:

Ms Lisa Ditchburn
National Administration Manager
AAMC Training Group Pty Ltd
9/17 Foley Street
BALCATTA WA 6021

Fax: (08) 9344 4188

Acclaim Management Group Pty Ltd

TELEPHONE:

Mr Chris Hampton
General Manager

Phone: (07) 3210 6733

WRITTEN COMPLAINTS:

Mr Chris Hampton
General Manager
Acclaim Management Group Pty Ltd
Level 18
344 Queen Street
BRISBANE QLD 4000

Comments: **EMAIL : amg@fsi.net.au**

Accumulus Capital Pty Ltd

TELEPHONE:

Mr Peter Marles
Director

Phone: (07) 3379 9021

WRITTEN COMPLAINTS:

Mr Peter Marles
Director
Accumulus Capital Pty Ltd
GPO Box 2245
BRISBANE QLD 4001

Fax: (07) 3379 9765

Comments: **EMAIL : peter.marles@dkm.com.au**

Adelaide Finance Agency Pty Ltd

TELEPHONE:

Mr Grant Thomas — Phone: (08) 8373 3388
Chief Executive Officer

WRITTEN COMPLAINTS:

Mr Grant Thomas
Chief Executive Officer
Adelaide Finance Agency Pty Ltd
Suite 4 Eastwood House
1 Markey Street
EASTWOOD SA 5063

All-States Corporation Limited

TELEPHONE:

Mr Michael Goode — Phone: (03) 9589 7600
Director

Ms Julie Goode — Phone: (03) 9589 7600
Director

WRITTEN COMPLAINTS:

Ms Julie Goode — Fax: (03) 9589 7611
Director
All-States Corporation Limited
PO Box 7167
BEAUMARIS VIC 3193

Comments: **EMAIL: contact@allstatesgroup.com**

Almane Pty Ltd

TELEPHONE:

Mr Ned Petrovic — Phone: (03) 9898 4353

WRITTEN COMPLAINTS:

Mr Ned Petrovic — Fax: (03) 9899 1753
Almane Pty Ltd
PO Box 646
KEW VIC 3101

American Express Australia Limited

TELEPHONE:

Executive Officer — Phone: (02) 9271 4767
Executive Office

WRITTEN COMPLAINTS:

Mr Mark Lee — Fax: (02) 9263 6084
Team Leader Executive Office
American Express Australia Limited
GPO Box 1582
SYDNEY NSW 2001

Andrew England

TELEPHONE:

Mr Andrew England
Director
Phone: 0421 781 710

WRITTEN COMPLAINTS:

Mr Andrew England
Director
Andrew England
PO Box 808
MUDGEERABA QLD 4213

Anglican Community Fund (Incorporated)

TELEPHONE:

Mr Jeff Vance
Executive Officer
Phone: (08) 9325 4182

Mr Mathew Kenworthy
Business Development Officer
Phone: (03) 9325 4182

Ms Kaye Howard
Client Service Team Leader
Phone: (08) 9325 4182

WRITTEN COMPLAINTS:

Mr Jeff Vance
Executive Officer
Anglican Community Fund (Incorporated)
GPO Box W2067
PERTH WA 6846
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Anglican Financial Services

TELEPHONE:

Mr David Cantwell
Chief Executive Officer
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Mr Ros Venturato
Customer and Payroll Manager
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WRITTEN COMPLAINTS:

Mr David Cantwell
Chief Executive Officer
Anglican Financial Services
GPO Box 421
BRISBANE QLD 4001
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APM Finance Pty Ltd

TELEPHONE:

Mr Philip Limbert — Phone: (08) 8463 1221
Director

Comments: **Emai: philip@hotpropertygroup.com.au**

Mr Valentino Fuda — Phone: (08) 8463 1221
Business Share Holder

Comments: **Email: val@hotpropertygroup.com.au**

Ms Jenny Fuda — Phone: (08) 8463 1221
Business Share Holder

Ms Leticia Coulston — Phone: (08) 8463 1221
Business Share Holder

WRITTEN COMPLAINTS:

Mr Valentino Fuda — Fax: (08) 8342 2779
Business Share Holder
APM Finance Pty Ltd
PO Box 841
PROSPECT EAST SA 5082

Comments: **Email: val@hotpropertygroup.com.au**

Arc Financial Solutions Pty Ltd

WRITTEN COMPLAINTS:

Mr Howard Pitts — Fax: (02) 9969 2838
Director
Arc Financial Solutions Pty Ltd
PO Box 414
SPIT JUNCTION NSW 2088

Comments: **Email: hpitts@bigpond.net.au**

Artex Mortgages Pty Ltd

TELEPHONE:

Mr Steven Moujalli — Phone: 1300 856 556
Director

WRITTEN COMPLAINTS:

Mr Steven Moujalli — Fax: (02) 9748 4170
Director
Artex Mortgages Pty Ltd
PO Box 7090
SILVERWATER NSW 2128

Associated Foreign Exchange Australia Pty Ltd

TELEPHONE:

Mr Richard Poulton — Phone: (02) 9004 7164
Country Manager

Ms Marija Pennisi — Phone: (02) 9004 7164
Office Manager

WRITTEN COMPLAINTS:

Mr Richard Poulton — Fax: (02) 9004 7509
Country Manager
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Auspay Limited

TELEPHONE:

Mr Nicholas Norton — Phone: (08) 9227 8983
Managing Director

WRITTEN COMPLAINTS:

Mr Nicholas Norton — Fax: (08) 9225 4166
Managing Director
Auspay Limited
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Australian Finance and Investments

TELEPHONE:

Mr Dean O'Neill — Phone:
Director

WRITTEN COMPLAINTS:

Mr Dean O'Neill
Director
Australian Finance and Investments
9 Atlantic Avenue
MERMAID BEACH QLD 4218

Australian Finance Network Pty Ltd

TELEPHONE:

Mr Doug McClelland
Director

Phone: (03) 9890 0822

WRITTEN COMPLAINTS:

Mr Doug McClelland
Director
Australian Finance Network Pty Ltd
PO Box 548
BOX HILL VIC 3128

Fax: (03) 9898 9296

Australian Postal Corporation

TELEPHONE:

Ms Jennifer Holcroft
Manager, Customer Care

Phone: (03) 9299 4582

WRITTEN COMPLAINTS:

Mr Warren Hosking
National Manager, Bill Payment Services
Australian Postal Corporation
Financial Services Group
GPO Box 1777
MELBOURNE VIC 3001

Fax: (03) 9204 7556

Comments: **email : warren.hosking@auspost.com.au**

Australian Seniors Finance Ltd

TELEPHONE:

Ms Liza Hansy
Customer Relations Manager

Phone: (03) 9661 0999
Toll Free No: 1300 889 338

WRITTEN COMPLAINTS:

Mr Trevor Aronson
General Manager - Operations
Australian Seniors Finance Ltd
PO Box 18134
COLLINS STREET EAST VIC 8003

Fax: (03) 9661 0909

Comments: **EMAIL: taronson@seniorsfinance.com.au**

Auto Trader Finance Pty Ltd

TELEPHONE:

Mr Philip Jones
Director

Phone: (08) 9472 9700

WRITTEN COMPLAINTS:

Mr Philip Jones
Director
Auto Trader Finance Pty Ltd
7/94 Burswood Road
BURSWOOD WA 6100

Automatic Data Processing Limited

TELEPHONE:

Mr Greg Fisher
Responsible Officer
Phone: (03) 9566 7061

Ms Frieda Grant
Dispute Resolution Officer
Phone: (03) 9566 5557

WRITTEN COMPLAINTS:

Ms Frieda Grant
Dispute Resolution Officer
Automatic Data Processing Limited
9-11 Miles Street
MULGRAVE VIC 3170
Fax: (03) 9566 5581

Comments: **frieda_grant@au.adp.com**

Back 9 Capital Management Pty Ltd

TELEPHONE:

Mr David Laanemaa
Managing Director
Phone: (02) 9394 1010

WRITTEN COMPLAINTS:

Mr David Laanemaa
Managing Director
Back 9 Capital Management Pty Ltd
PO Box 680
VAUCLUSE NSW 2030
Fax: (02) 9388 8996

Comments: **bk9@fsi.net.au**

Balance Mortgage Solutions Pty Ltd

TELEPHONE:

Mr Eric Hiam
Director
Phone: (02) 8814 7307

WRITTEN COMPLAINTS:

Mr Eric Hiam
Director
Balance Mortgage Solutions Pty Ltd
Suite 309
S Celebration Drive
BELLA VISTA NSW 2153
Fax: (02) 8814 7385

Barry Gardner Finance

TELEPHONE:

Mr Barry Gardner
Proprieter

Phone: (08) 8361 3944

WRITTEN COMPLAINTS:

Mr Barry Gardner
Proprieter
Barry Gardner Finance
Level 2
229 Greenhill Road
DULWICH SA 5065

Fax: (08) 8431 1566

Bennetto Finance Pty Ltd

TELEPHONE:

Mr Danny Allford
Manager

Phone: (03) 6224 7474

Mr Glenn Hancock
Credit Manager

Phone: (03) 6224 7474

WRITTEN COMPLAINTS:

Mr Danny Allford
Manager
Bennetto Finance Pty Ltd
GPO Box 858
HOBART TAS 7000

Fax: (03) 6224 7484

Comments: **Email: danny@bennetto.com.au**

Benton Asset Management Pty Ltd

TELEPHONE:

Ms Jasmine Pattinson
Customer Service Manager

Phone: (02) 9283 2282

WRITTEN COMPLAINTS:

Ms Jasmine Pattinson
Customer Service Manager
Benton Asset Management Pty Ltd
PO Box 609
ALEXANDRIA NSW 2015

Fax: (02) 9283 2232

Comments: **Email : jpattinson@platinumpartners.com.au**

BEO-Export Australia Pty Ltd (incorporating BEO-Finance)

TELEPHONE:

Mrs Suzana Despotovic
Financial Controller

Phone: (02) 9822 4979

WRITTEN COMPLAINTS:

Mrs Suzana Despotovic
Financial Controller
BEO-Export Australia Pty Ltd (incorporating
BEO-Finance)
PO Box 932
LIVERPOOL BC NSW 2170

Fax: (02) 9822 5429

Comments: **EMAIL : complaints@beoexport.com**

Best Equipment Finance P/L

TELEPHONE:

Mr Andrew Freeman
Director

Phone: (07) 3358 1978

WRITTEN COMPLAINTS:

Mr Andrew Freeman
Director
Best Equipment Finance P/L
PO Box 26
ASHMORE CITY QLD 4214

Fax: (07) 3358 1768

Capel and Associates Pty Ltd

TELEPHONE:

Mr Richard Capel
Director

Phone: (02) 8252 7571

WRITTEN COMPLAINTS:

Mr Richard Capel
Director
Capel and Associates Pty Ltd
Level 8
65 York Street
SYDNEY NSW 2000

Fax: (02) 8215 1600

Capital Finance Australia Ltd

TELEPHONE:

Mr Martin Ramage — Phone: (02) 8884 6547
Risk and Compliance Officer

Ms Angeline Sandrakumar — Phone: (02) 8884 6558
Senior Officer

Ms Sheryl Temu — Phone: (02) 8884 6561
Senior Team Leader

WRITTEN COMPLAINTS:

Mr Dennis Varkoly — Fax: (02) 8893 9910
Dispute Resolution & Compliance Manager
Capital Finance Australia Ltd
Level 3, 20 Lexington Drive
Norwest Business Park
BELLA VISTA NSW 2153

Cash Finance Pty Ltd

TELEPHONE:

Larry Lee — Phone: (02) 9790 3698

WRITTEN COMPLAINTS:

Paulus Ng — Fax: (02) 9018 1048
Cash Finance Pty Ltd
PO Box 288
BANKSTOWN NSW 2200

Cash Mart (WA) Pty Ltd

WRITTEN COMPLAINTS:

Mrs C E Carelsen
Managing Director
Cash Mart (WA) Pty Ltd
38 Hannans Street
MORLEY WA 6062

CBFC Leasing Limited

TELEPHONE:

Mr Brendan French — Phone: (02) 9841 7000
Manager Customer Relations

WRITTEN COMPLAINTS:

Mr Brendan French — Fax: 1800 028 542
Manager Customer Relations
CBFC Leasing Limited
GPO Box 41
SYDNEY NSW 2001

CBFC Limited

TELEPHONE:

Mr Brendan French
Head of Customer Relations

Phone: (02) 9841 7000

WRITTEN COMPLAINTS:

Mr Brendan French
Head of Customer Relations
CBFC Limited
GPO Box 41
SYDNEY NSW 2001

Fax: 1800 028 542

Chris Black & Anna Grant

TELEPHONE:

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Finance Director

Phone: (03) 9596 6671

WRITTEN COMPLAINTS:

Ms Anna Grant
Finance Director
Chris Black & Anna Grant
11/392-394 Bay Street
BRIGHTON VIC 3186

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Diamond Direct Marketing Pty Ltd ATF The Climpson Family Trust T/A Mortgage Reducers

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Fundmac Pty Ltd t/as Aussie Mortgage Solutions

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Permanent Custodians Ltd as custodian for the Rismark Trusts

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Ms Chantele Blaize — Phone: (08) 9463 7400
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