

Complaints Policy

What to do if you have a dispute or complaint?

We hope you are delighted with our services, but if you have a complaint please let us know so we can work towards resolving it promptly and fairly.

You can make a complaint verbally or in writing by contacting your loan writer directly or by contacting the respective business line as follows:

HTL Capital Partners Pty Ltd

Email: rick.woelms@htlcapital.com.au

Phone: 0420 908 967

Mail: Suite 2, Level 2, 14 Martin Place, Sydney NSW 2000

HTL Private Office Pty Ltd

Email: vasco.duarte@htlprivateoffice.com.au

Phone: 0403 368 604

Mail: Suite 2, Level 2, 14 Martin Place, Sydney NSW 2000

HTL Corporate Advisory Pty Ltd

Email: mario.saia@htlcorporateadvisory.com.au

Phone: 0499 522 999

Mail: Suite 2, Level 2, 14 Martin Place, Sydney NSW 2000

OR by using the following:

Email: resolutions@img.broker

Phone: 1800 275 564 (toll free) Monday to Friday 8am to 7pm (AEST)

Mail: Resolutions, Level 28, 35 Collins Street Melbourne VIC 3000

When we receive a complaint, we will attempt to resolve it promptly. We will provide a written acknowledgement of receipt of the complaint within 24 hours (1 business day) or as soon as practicable unless the complaint is otherwise resolved in the meantime.

We will ensure that a final response is given to you as soon as possible, but within thirty (30) days of receipt of the complaint. For certain types of complaints, involving “default notices” or urgent disputes such as “applications for hardship”, a final response must be provided within twenty one (21) days.

If we are unable to deal with the complaint as it relates to a third party (for example, a lender), we may ask you to contact the relevant third party.

In cases where your complaint will take longer than 30 days to resolve, we will notify you in writing with the reasons for the delay and of your right to refer the complaint to the Australian Financial Complaints Authority (AFCA).