



Feedback and Complaints

Everyone at Macquarie Pacific Funding (“MPF”) is committed to providing our clients with the highest standard of products and services available. If you’re unhappy with our products or our service, we would like you to tell us about it.

Please contact our complaints team via telephone, email, or in writing:

In Australia:

P: 1300 555 068

E: info@macquariepacific.com

M: Macquarie Pacific Funding, GPO Box 5435CC, Melbourne VIC 3001

In New Zealand

P: 0800 000 246

E: info@macquariepacific.com

M: Macquarie Pacific Funding, PO Box 2006, Shortland St, Auckland 1140

If you have raised your concerns with our complaints team, and you are not satisfied with the outcome proposed or you believe that we have not resolved your complaint fairly, then you have the right to refer the matter to external dispute resolution schemes in both Australia and New Zealand. Note that as MPF is the originator and administrator of loans on behalf of Macquarie Bank Ltd entities, complaints to these external bodies need to be in the name of the Macquarie entities as described below.

In Australia:

As Macquarie Pacific Funding originates loans on behalf of Macquarie Bank Ltd, who is the lender, complaints to FOS should be made under the name of Macquarie Bank Ltd.

Macquarie Bank Ltd subscribes to the Financial Ombudsman Service (“FOS”), an external dispute resolution scheme. Should you be dissatisfied with the outcome of your complaint, you have the right to refer the matter to FOS. FOS is free and independent service that resolves disputes between consumers – including some small businesses – and member financial service providers.



For further information and contact details, please go to the website www.fos.org.au or contact them on:

P: 1 800 367 287

E: info@fos.org.au

M: Financial Ombudsman Service Ltd, GPO Box 3, Melbourne, VIC 3001

In New Zealand:

Initially, If your complaint remains unresolved after 40 days, we will send you an explanation of why we are unable to make a final response. This will provide you with;

- reasons for the delay;
- an indication of when we expect to make a final response; and
- Advise of your right to refer the matter to the Financial Services Complaints Limited ('FSCL') to have your matter reviewed

As Macquarie Pacific Funding originates loans on behalf of Macquarie Equipment Finance Ltd, who is the lender, complaints should be made under the name of Macquarie Equipment Finance Ltd.

Macquarie Equipment Finance Ltd subscribes to FSCL. FSCL fairly and independently resolves disputes between consumers — including some small businesses — and member financial services providers.

FSCL Contact

P: 0800 347 257

E: info@fscl.org.nz

M: Level 4, 101 Lambton Quay, Wellington 6011

This policy is owned and maintained by Tricia Kopka, Head of Operations at MPF and was last updated on 2 May 2017