

Ability Home Loans and Finance T/as Orion Home loans

ACN 111 737 645 ABN 89 111 737 645

AUSTRALIAN CREDIT LICENCE NUMBER 432944

Asgood Consulting T/as Orion Home loans

ACN 124 536 787 ABN 88 227 308 943

AUSTRALIAN CREDIT LICENCE NUMBER 392046

INTERNAL DISPUTE RESOLUTION (IDR)

Should you have a complaint we will do the best to resolve it via our INTERNAL DISPUTE RESOLUTION process.

Complaints can be made by contacting our Complaints Contact person(s);

Bob Lomas

email: bob@orionhomeloans.com.au

telephone: 0419 196 993

written letter: PO BOX 1387 Wangara WA 6947

facsimile: (08) 9309 4735

David Goodnough

email: david@orionhomeloans.com.au

telephone: 0419 196 993

written letter: PO BOX 1387 Wangara WA 6947

facsimile: (08) 9296 7409

We will endeavour to deal with your complaint as quickly as possible.

EXTERNAL DISPUTE RESOLUTION (EDR)

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is a member of an independent external dispute resolution scheme, the Credit Ombudsman Services Limited (COSL). If at any time, you feel your complaint remains unresolved or you wish COSL to further investigate your complaint, you can contact COSL as detailed below:

CREDIT OMBUDSMAN SERVICES LIMITED

- Internet: www.cosl.com.au
- Email: info@cosl.com.au
- PO BOX A252 SOUTH SYDNEY NSW 1235
- Telephone: (02) 9273 8455
- Facsimile: (02) 9273 8440