

# HOW CAN WE IMPROVE YOUR CUSTOMER EXPERIENCE?

Your guide to letting us know

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## GETTING IN TOUCH

Hino Financial Services is always looking to improve our customers' experience. So if there's something that's impressed you, or maybe it's someone who has gone the extra mile to help you, then we'd love to hear about it.

Our Customer Solutions Centre can be contacted by:

**Mail:** Customer Solutions Centre, Hino Financial Services, PO Box 1354, Macquarie Centre NSW 2113

**Email:** [feedback@hino.com.au](mailto:feedback@hino.com.au)

## RESOLVING DISPUTES

If there's something about our products or services that you aren't happy with, then let's work together to see if we can resolve it quickly and easily using the following process:

### STEP 1. LET US KNOW

Email us at [complaints@hino.com.au](mailto:complaints@hino.com.au) or call a Customer Solutions Representative on **1300 888 850** 8:30am – 7:00pm (EST) Monday to Friday. All matters are dealt with seriously and are treated in total confidence. We will aim to resolve your complaint to your satisfaction as soon as possible.

### STEP 2. ESCALATION TO OUR INTERNAL DISPUTE RESOLUTION TEAM

If we are unable to resolve your complaint within five business days, then the matter will be escalated to our Internal Dispute Resolution (IDR) team.

The IDR team will:

- Conduct a more detailed investigation into your complaint
- Keep you informed of the resolution process
- Answer any of your questions
- Aim to resolve the complaint promptly and consistently.

The IDR team can be contacted at any time by:

**Mail:** IDR Manager, Hino Financial Services, PO Box 1354, Macquarie Centre NSW 2113

**Email:** [complaints@hino.com.au](mailto:complaints@hino.com.au)

### STEP 3. SEEK AN EXTERNAL REVIEW

If you aren't satisfied with the outcome of your complaint after taking Steps 1 and 2, you may lodge a dispute with the Financial Ombudsman Service (FOS). FOS is an external independent impartial body that has been set up to resolve financial services disputes. There is no charge for this service.

The Financial Ombudsman Service can be contacted by:

**Phone:** 1300 780 808

**Fax:** (03) 9613 6399

**Mail:** Financial Ombudsman Service, GPO Box 3, Melbourne VIC 3001

**Email:** [info@fos.org.au](mailto:info@fos.org.au)

**Web:** [fos.org.au](http://fos.org.au)

### Hino Financial Services

Locked Bag 900, Milsons Point NSW 1565

T 1300 888 850 E [financialservices@hino.com.au](mailto:financialservices@hino.com.au)

[hinofinance.com.au](http://hinofinance.com.au)