

# INTERNAL DISPUTE RESOLUTION PROCESS

## Internal Dispute Resolution Process

E&P employees are committed to its core values of integrity and accountability and strive for excellence in all that we do. Where you are dissatisfied or have a concern with any of our products or our services, we encourage you to tell us about it and let us know how we can work with you to resolve it.

### Making a complaint

We endeavour to provide all clients of E&P with a high quality of service and advice at all times and will seek to resolve your concerns within 30 calendar days. Please call us or put your complaint in writing via email or post:

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

**Post:** Complaints Officer  
PO Box 29  
Crows Nest NSW 1585

**Phone:** 1300 749 716

Or alternatively you can speak to your primary contact within the business and they will be able to assist you with lodging a complaint.

### How we deal with complaints

If we cannot resolve your complaint immediately, we will acknowledge it and try to resolve it as soon as practicable.

In some cases, where your complaint relates to complex matters or circumstances that cannot be resolved within 5 business days, it may take us up to 30 calendar days to investigate your complaint and address your concerns. We will provide you with a Final Response letter that outlines our findings, the outcome or resolution we propose and your right to refer the complaint to Australian Financial Complaints Authority (AFCA) if you do not agree with our position.

### Additional assistance in making a complaint

We recognise that some of our clients might require assistance to lodge a complaint and can do so via the following:

- TTY or voice – Call 133 677 then ask for 1300 749 716
- Speak & listen – Call 1300 555 727 then ask for 1300 749 716
- SMS relay – Text 0423 677 767

In addition, we are happy to accept complaints made on behalf of our clients by their authorised representatives including family members.

## External Dispute Resolution Process

If you are not satisfied with our response or your complaint is not resolved within 30 calendar days, you may refer your complaint to the AFCA.

AFCA is a free, external dispute resolution scheme established by the Commonwealth Government to deal with complaints about financial service providers. AFCA can investigate your concerns and provide a recommendation on your complaint where it falls within their Operational Guidelines. You can find out more about AFCA's processes on their website.

**Post:** Australian Financial Complaints Authority  
GPO Box 3  
Melbourne, VIC 3001

**Phone:** 1800 931 678

**Website:** [www.afca.org.au](http://www.afca.org.au)

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