

COMPLAINTS PROCESS

About Us ('we, us, our')

CREDIT REPRESENTATIVE DETAILS

Credit Representative Name	Dale Henry
Credit Representative Number	537584
AFCA Membership Number	88263
Email	hello@mortgagehaven.com.au
Phone Number	+61 435 027 314
Business Name	Mortgage Haven
Address	Suite 8 - 2 Price St, OAKLEIGH SOUTH VIC 3167

CREDIT LICENSEE DETAILS

Australian Credit Licence Name	Red Rock Brokers Group Pty Ltd
Credit Licence Number	405961
Address	Level 12, 1 Queens Rd, Melbourne VIC 3004, Australia
ABN	40 149 728 030
Phone Number	1300 667 694

Complaints Process



Internal Dispute Resolution

If you are unhappy with our services, please contact us first by contacting our complaints manager on the following:

Telephone [1300 667 694](tel:1300667694)
Email brokers@redrockgroup.com.au
Post [PO Box 33142, Melbourne VIC 3004](#)
Website www.redrockgroup.com.au

We will try to deal with your complaint within 45 days. If you are unhappy with any decision or the handling of a complaint by us, you can refer your complaint to our external dispute resolution provider below. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

External Dispute Resolution

Authority Australian Financial Complaints Authority (AFCA)
Telephone 1800 931 678
Email info@afca.org.au
Post GPO Box 3 Melbourne VIC 3001
Website www.afca.org.au

You should ensure that you have approved finance, in writing from the lender, before entering a binding contract to purchase. It is important you understand your legal obligations under the loan, and the financial consequences. If you have any concerns, you should obtain independent legal and financial advice before you enter into a loan contract. We do not make any promises about the value or

future prospects of any property you finance with us. You should always rely on your own enquiries. Before you accept your loan offer, make sure you read the credit contract carefully to understand full details of the loan. If you have any doubts, you should obtain independent legal and financial advice before you enter into any loan contract. We represent lenders and have obligations to them, and in particular, to not provide any information we know is misleading or deceptive. We also have obligations under the law to report any fraud, forgery, or other illegal activities. Before using our services, it is important that you understand that we have these obligations to lenders, and under the law.