



Credit Guide

Important information about this document

This Credit Guide gives you some important information about the services we provide.

Who is the Debt Collector?

Strategic Collections Pty Ltd (“Strategic Collections”) is your debt collector. Our Head Office is located at Level 5, 320 Adelaide Street, Brisbane QLD 4000.

Our Contact Details

Phone: 1300 949 457

Email: customersolutions@strategiccollections.com.au

Mailing Address: PO Box 93, Varsity Lakes QLD, 4227

Who can I contact if I have a complaint or problem?

We can help you with any complaints or problems you might have. If you have a complaint about your credit contract or the services we provide, please let us know. Most problems can be solved simply by talking to us. You can contact us the following ways:

Phone: 1300 949 457

Email: customersolutions@strategiccollections.com.au

Mailing Address: PO Box 93, Varsity Lakes QLD, 4227

We will try to resolve your complaint within 24 hours but in some cases it may take longer. We will give you written updates on the progress of your complaint and endeavour to resolve it within 21 days. If you are not satisfied with the outcome or the way in which it was handled, please let us know.

Alternatively, you can contact our External Dispute Resolution Scheme. This is a free service providing you with an independent way to resolve specific complaints. If you are not satisfied with our final response, you may lodge a complaint with the Australian Financial Complaints Authority.

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

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