



Thrive Dispute Resolution Process

The simplest way of solving a problem is to speak with us. If you are unhappy about something to do with our product or service, we'd like to hear from you as soon as possible.

Step 1

Frequently, complaints are cases of misunderstanding or confusion that can be promptly sorted out to everybody's satisfaction after a conversation and clarification. We will engage an interpreter if it helps us to easily communicate.

The first place you should take any complaint is to the Thrive Small Business Manager. They can be reached by calling (02) 9797 8378. If possible the problem will be resolved immediately.

Step 2

In the event that we are unable to resolve your complaint immediately, the complaint will be referred to our Credit Committee. We will provide you with information regarding the outcome of complaint process and advise you of the proposed course of action that will be taken to address your concern.

You can contact the Thrive Credit Committee directly by writing to:

Complaints Resolution
Thrive Credit Committee
2/75 George Street
Parramatta NSW 2150

Or send an email to email_admin@tre.org.au

Things you should know about our internal dispute resolution process:

- You are not obliged to pursue a dispute with us using our internal dispute resolution program.
- If you choose not to use our dispute resolution program, you may commence legal proceedings against us at any time.
- Our offer to participate in an internal dispute resolution program does not waive any rights we may have under the law or under any Loan Agreement between you and us.
- This document is not a contract between you and us and is not enforceable against us.

Further options

If you are not satisfied with the final outcome of the dispute you may pursue the matter further by contacting the Financial Ombudsman Service. This arbitration scheme is an external and impartial procedure for resolving disputes and is free of charge to our clients.