

Rate Money Feedback & Complaints

Rate Money always strive to provide the best possible service and provide you with the finance that suits your needs. However, we appreciate that from time to time, applicants may not be satisfied with the process or the solution. If this occurs, and you have a complaint about the service we provide, we have a resolution process in place to address your concerns.

You can lodge your complaint through several channels. You may do this verbally or in writing. If you choose to lodge the complaint by email or mail, please make sure you include as much information as you can. You should explain the details of your complaint as clearly as you can.

Step 1: Please contact your Rate Money Mortgage Manager in the first instance as many disputes can be resolved relatively quickly. Your Relationship Manager will have five business days in which to try and resolve the dispute.

Step 2: If you are not satisfied with the outcome or the way in which your complaint has been handled then you can escalate the complaint. Please contact our complaints officer on 1300 936 668 or email enquiries@ratemoney.com.au. Please provide us with as much detail as possible so we can address promptly and hopefully resolve it to your satisfaction.

Our External Dispute Resolution (EDR)

If you are not satisfied with our response, you may refer the matter to Australian Financial Complaints Authority (AFCA). The Rate Money AFCA Membership number is 72448.

Email: info@afca.org.au

Phone Number: 1800 931 678

Address: GPO Box 3 Melbourne VIC 3001

AFCA is a no-charge external independent resolution service