



We're here to help and we want to hear from you – especially if we've made a mistake or you've had a less than amazing experience.

We hope that you're happy with our services. However, if you have any complaints, you can raise these directly with the representative with whom you are dealing.

If you're not satisfied with the response that you receive, you may contact our Complaints Area, by:

Telephone	08 6165 4000 (Monday to Friday 8.30am to 5pm AWST)
Email	clientsupport@armada.com.au
Fax	08 6165 4067
Mail	IDR, Armada Lending, Locked Bag 4, OSBORNE PARK WA 6017

Australian Financial Complaints Authority

If we are unable to resolve your problem or you are not satisfied with the outcome of your complaint, you may refer the matter to the Australian Financial Complaints Authority (AFCA). It's contact details are

Telephone	1800 931 678
Website	www.afca.org.au
Mail	GPO Box 3, MELBOURNE VIC 3001
Email	info@afc.org.au



PROVIDING OPTIONS

FOR YOUR FINANCE