

# Dispute Resolution Scheme

Gateway has adopted the voluntary Mutual Banking Code of Practice and is pleased to offer its Members an internal dispute resolution process that is readily accessible and free of charge.

We are committed to caring for our Members' needs with efficiency, integrity and interest. We sincerely try to resolve any concern or complaint you may have about any of our products or services.

This brochure explains what steps you may take to have a complaint resolved internally and how to access our external dispute resolution scheme if we cannot reach an agreement.

## How to contact us

Web

**[www.gatewaycu.com.au](http://www.gatewaycu.com.au)**

Email

**[memberservices@gatewaycu.com.au](mailto:memberservices@gatewaycu.com.au)**

Call

**1300 302 474**

Fax

**02 9307 4299**

Branch / Head Office

**Level 16, 2 Market Street  
SYDNEY NSW 2000**

Postal Address

**GPO Box 3176  
SYDNEY NSW 2001**

Gateway Credit Union Ltd  
ABN 47 087 650 093  
AFSL 238293  
GCUDRS1009



# Dispute Resolution Scheme



Effective from 20 September 2010

**[www.gatewaycu.com.au](http://www.gatewaycu.com.au)**

## Enquiries, Complaints and Disputes

It is important to be aware of the difference between enquiries, complaints and disputes in order to understand the dispute resolution process.

### The Enquiry

Your enquiry is where the process starts. If you are looking for information or solutions to an issue you can approach the Credit Union in a number of ways, including by mail, over the phone or fax, via email or in person at our office. Our commitment is to do our best to address your enquiry immediately.

### The Complaint

If you are not satisfied with the outcome of your enquiry, or we are unable to resolve your concerns immediately, you are welcome to lodge a complaint. You may lodge your complaint verbally by providing details of your complaint with a staff member who will record the information and submit it to our Complaints Officer. Alternately you can lodge your complaint in writing by completing a 'Member Comment Form' or by writing to: The Complaints Officer, Gateway Credit Union Ltd, GPO Box 3176, Sydney NSW 2001.

Having received your complaint, the Complaints Officer will investigate the matter further, take appropriate action to resolve it and keep you abreast of developments via the following steps:

- ▲ You will receive a letter advising you of a decision within 14 days of receipt of your written complaint
- ▲ If additional time is required to make a decision, you will be notified by letter advising that a further period not exceeding 21 days is required.

### The Dispute

It is our belief that with open communication, the vast majority of cases will never reach this stage. However, if the matter has not been resolved to your satisfaction and you wish to pursue your complaint further, you may contact the Credit Ombudsman Service Limited (COSL).

If you believe we have breached the Mutual Banking Code of Practice and if the complaint does not involve a claim that you have suffered loss or detriment, if we are not able to resolve your complaint to your satisfaction you can report it to the Code Compliance Manager on **1300 780 808**.

## The Credit Ombudsman Service Limited (COSL)

The COSL is an external dispute resolution scheme, approved by the Australian Securities and Investments Commission, (ASIC) and complies with the requirements of the Corporations Act 2001, the National Consumer Credit Protection Act 2009, and ASIC's Regulatory Guide RG139.

Gateway Credit Union is a member of COSL. COSL assists member organisations and their customers resolve complaints in a fair, timely and cost-effective manner. As a Gateway Credit Union Member, you may access the Scheme for the cost of a local phone call.

COSL can help you with:

- ▲ Independent and impartial consideration of your complaint at no cost and without prejudice\*;  
\*Without prejudice means:
  1. you do not lose any of your legal rights;
  2. you can withdraw from the process at any time; and
  3. you are able to pursue your complaint in a different manner if you do not accept the decision.
- ▲ General information about how to make a complaint in the first instance to the Credit Union; and
- ▲ General information about the relevant Codes of Practice and the Electronic Funds Transfer Code of Conduct.

The Ombudsman's Office will investigate your complaint (if it falls within the Credit Ombudsman Service Rules (COSL Rules) and facilitate a negotiated settlement between you and the Credit Union. If a negotiated settlement cannot be reached, the Ombudsman will make a determination.

If the Ombudsman's Office cannot assist you with your complaint, it will try to identify another organisation or service that may be able to assist you.

## COSL Matters Excluded

The COSL Rules limit the types of disputes that the Ombudsman may consider. For example, COSL can't deal with complaints regarding:

- ▲ Commercial judgements in decisions about lending or security
- ▲ Matters relating to:
  - general interest rate policies; or
  - the underlying performance of an investment
- ▲ If the Ombudsman believes that it is more appropriate that the dispute be dealt with by a Court, the Privacy Commissioner, or another independent complaints or conciliation procedure, or under an arbitration procedure
- ▲ If the Ombudsman believes the dispute is pursued frivolously or vexatiously
- ▲ If the Ombudsman believes the Credit Union has not had sufficient opportunity to consider the matter
- ▲ If it appears to the Ombudsman that the amount which is claimed or could be claimed in the dispute exceeds COSL's monetary compensation limit.

These restrictions on types of disputes are consistent with those in other financial services industry dispute resolution schemes.

## How to Contact COSL

Telephone: 1300 780 808 (Local call rate within Australia)

Fax: (02) 9273 8440

Mail: The Ombudsman  
COSL PO BOX A252  
Sydney South NSW 1235

Website: [www.cosl.com.au](http://www.cosl.com.au)

Email: [info@cosl.com.au](mailto:info@cosl.com.au)

The information contained in this brochure is correct as at 20 September 2010. Please ensure that you have a current edition, as this information is subject to change.