

COMPLAINTS HANDLING POLICY

Wyndham Destinations Asia Pacific Pty Ltd and Finance by Travel and Leisure Pty Ltd is committed to managing any complaint promptly and treat your concerns efficiently, confidentially, fairly and transparently.

Our Customer Care Team is responsible for handling any complaint and it has developed a process for dealing with your complaint.

IF YOU HAVE A COMPLAINT PLEASE LET US KNOW.

You can contact our Customer Care Team by telephone or in writing.

AU: 1800 021 130

NZ: 0800 442 721

Intl: +61 7 5512 8040

Email: customerteam@wyn.com

Mail: Box 7493 GOLD COAST MC QLD 9726 Australia

We will acknowledge your complaint promptly and if possible within 24 hours of receipt of your complaint.

Accessibility

If you require assistance to lodge a complaint we are happy to work with an authorised representatives or advocate.

What we need from you

If you are lodging a written complaint please provide as much information as you can about your concern and provide copies of any documents or records (including account statements and any records of supporting correspondence that highlight what has gone wrong).

Our internal complaint process

- We will acknowledge receipt of your complaint within 24 hours or as soon as practicable;
- We may contact you by telephone or mail if we need further information or to understand your complaint in more detail.
- If we can't resolve your company within 5 days, your complaint will be allocated to a Customer Care officer and we will provide you with a written response within 30 calendar days (unless the matter is complex or there are circumstances beyond our control to provide a response within that timeframe).
- If we are unable to provide a written response within 30 calendar days we will write to let you know of the delay.

If you are not satisfied with our final response

If you are not satisfied with the outcome or the handling of your complaint, you may wish to contact an external dispute resolution scheme. Australian residents may wish to contact Australian Financial Complaints Authority (**AFCA**) and New Zealand residents may wish to contact Financial Services Complaints Limited (**FSCL**).

AFCA and FSCL contact details are outlined below

Australian Financial Complaints Authority

Phone: 1800 931 678

Email: info@afca.org.au

Postal Address:

Mail: GPO Box 3, Melbourne VIC 3001

www.afca.org.au

Financial Services Complaints Ltd

Phone: 0800 347 257

Email: info@fscl.org.nz

Mail: PO Box 5967, Wellington 6140

website www.fscl.org.nz.

Zero tolerance for abuse

Our team members are entitled to a safe working environment free and we have zero tolerance for any abusive, threatening, intimidating or belittling behavior.