

## Resolution Policy

We aim to provide the very best service for our clients. In the event that you are unhappy regarding any part of our service, our internal dispute resolution process provides that your complaint will be handled efficiently, honestly and fairly.

Wendy Beverakis is authorised as a credit representative (Credit Representative number 400037) to engage in credit activities on behalf of BLSSA Pty Ltd (Australian Credit Licence number 391237) who may assist us in the investigation and resolution of your complaint.

Should you have a complaint about our services, please contact:

Wendy Beverakis

PO Box 341, Miranda NSW 1490

Phone: 02-95250235

Fax: 02-95312692

Email: [wendy@southsidemortgages.com.au](mailto:wendy@southsidemortgages.com.au)