

Financial Guidance. Simple. Secure.



ABN 15 105 109 402 AFSL 329408
Unit 15, 8 Navigator Place, Hendra Qld 4011
T 07 3352 9600 F 07 3352 9688
E info@one26.com.au www.one26.com.au

Complaints Procedure

[one26 Financial Services Group](#)

[Complaints Procedure](#)

We welcome your feedback and believe that your comments and your genuine concerns about our services and professionalism will help us to improve.

When we say “we”, “us” or ‘our” we mean one26 Pty Ltd, mba Pty Ltd and associated entities.

If you have feedback or a complaint about any aspect of our services, you should first contact the person who provided those services to you and outline your concerns.

If you are initially unable to resolve an issue then please contact our dedicated Complaints Resolution Officer:

Phone: 07 3352 9600

Mail: Complaints Resolution Officer
15 / 8 Navigator Place
Hendra Qld 4011

To assist us in handling your complaint in a timely and efficient manner, please provide full details of the complaint including:

- Your full name and contact details
- Our Representative’s name
- Your Investor or loan account number
- Product provider (e.g. Insurer or Lender)
- Copies of relevant supporting documentation
- Clearly identify the resolution you are seeking

Once the complaint is received we will:

- Provide an acknowledgement within 48 hours
- Properly examine all matters raised
- Provide a full response within 45 days.

Simply better

Mortgage Broker Alliance
ACN 097 348 788 Australian Credit Licence 390117
Head Office Unit 15, 8 Navigator Place, Hendra Qld 4011
T 07 3352 9600 F 07 3352 9688 www.mbahl.com.au



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If you are not fully satisfied with this response, you have the right to take the complaint to an External Disputes Resolution scheme. You should direct further concerns to:

For Financial Adviser related and Mortgage Broker related concerns:

Australian Financial Complaint Authority

Phone: 1800 931 678

Online: www.afca.org.au

Postal: Australian Financial Complaint Authority

GPO Box 3,
Melbourne VIC 3001

Please note: The ombudsman has certain limitations on their jurisdiction to deal with complaints, and you will need to discuss with the ombudsman whether your complaint falls within their jurisdiction.

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