

Our Commitment to **customerservice**

Compliments, suggestions and complaints

Hemisphere's commitment to ensuring our products and services meets your expectations means that we value and encourage your feedback regarding how we are performing. If you would like to compliment one of our staff or have a suggestion on how we can improve, please let us know. Sometimes though, we may get things wrong and if we have, we need you to tell us and give us the opportunity to put things right.

Contact us

Hemisphere Assist

T: 1800 887 635 | F: 02 9248 2304

E: customerassist@hemispherefs.com.au

Hemisphere Assist

PO Box H284

Australia Square

NSW 1215

If it helps you to register and lodge your complaint you can complete [this form](#) although it's not necessary.

How long does it take?

Where possible, we'll resolve your concern on the spot however, depending on the nature of the issue, this may take up to 15 business days. If we need more time, we'll let you know and we will keep you informed on the progress of your complaint at least every 10 business days.

I'm not happy with Hemisphere's response

In the event that you are not entirely satisfied with our assessment, you can also apply for our decision to be reviewed by contacting the Credit Ombudsman Service Limited on 1800 138 422, via the internet at www.cosl.com.au or by writing to:

Case Management Team

Credit Ombudsman Service Limited

PO Box A252

Sydney South NSW 1235

Please note that before the Credit Ombudsman can investigate your complaint, they do require you to have first provided us with the opportunity to address your concern. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.