

John Deere Financial Limited Dispute Resolution Policy



John Deere Financial Limited ("JDF") is committed to a fair and prompt resolution of any disputes or complaints.

Should you have such a concern please contact us on 1800 857 057. This will allow us to serve you better and continually improve our customer service. Often these complaints or concerns are misunderstandings that can be resolved via a telephone conversation or two with our Customer Service Representative.

You can also:

- Email the Customer Service Representative at 23JDFComplaints@JohnDeere.com
- Fax the Customer Service Representative a letter to (07) 3802 3142
- Send the Customer Service Representative a letter to our postal address: PO Box 1544, Browns Plains BC Qld 4118
- Visit the Customer Service Representative at our street address: 166-170 Magnesium Drive, Crestmead Qld 4118

If you have chosen to email, fax or write to us with a complaint, you will receive an acknowledgement so you will know that we have received your complaint.

The Customer Service Representative will assist you with handling the complaint and will advise if any further information is needed. The Customer Service Representative will liaise with managers and staff at JDF to find answers for you and we will inform you of the decision and the reasons for that decision.

Unless there are exceptional circumstances, we will in all instances respond to your complaint within 45 days of receipt of the initial complaint, or such shorter period as required by law.

If we are unable to resolve the complaint within 45 days we will:

- Inform you of the reasons for the delay
- Specify a date when a decision can be reasonably expected; and
- Notify you of your right to contact Credit and Investments Ombudsman.

All complaints will be processed at no charge to you.

If you are not satisfied with the result of your complaint you may wish to contact the Credit and Investments Ombudsman.

Credit and Investments Ombudsman may be contacted as follows:

Mail: Reply Paid 252, South Sydney NSW 1234

www.cio.org.au

Phone: 1800 138 422

Fax: (02) 9273 8440

Email: info@cio.org.au