

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 0800 445 648. 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 0800 445 649
- Send the Customer Service Representative a letter to our postal address: PO Box 1544, Browns Plains BC Qld 4118, Australia
- Visit the Customer Service Representative at our street address: 166-170 Magnesium Drive, Crestmead Qld 4118, Australia

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 40 days of receipt of the initial complaint, or such shorter period as required by law.

If we are unable to resolve the complaint within 40 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 Financial Services Complaints Limited.

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 Financial Services Complaints Limited.

Financial Services Complaints Limited may be contacted as follows:

13th Floor, 45 Johnston Street, Wellington
PO Box 5967, Lambton Quay, Wellington 6145

www.fscl.org.nz

Phone: 0800 347257 (Free Call) or (04) 472 3725 (Wellington)

Fax: (04) 472 3728

Email: info@fscl.org.nz