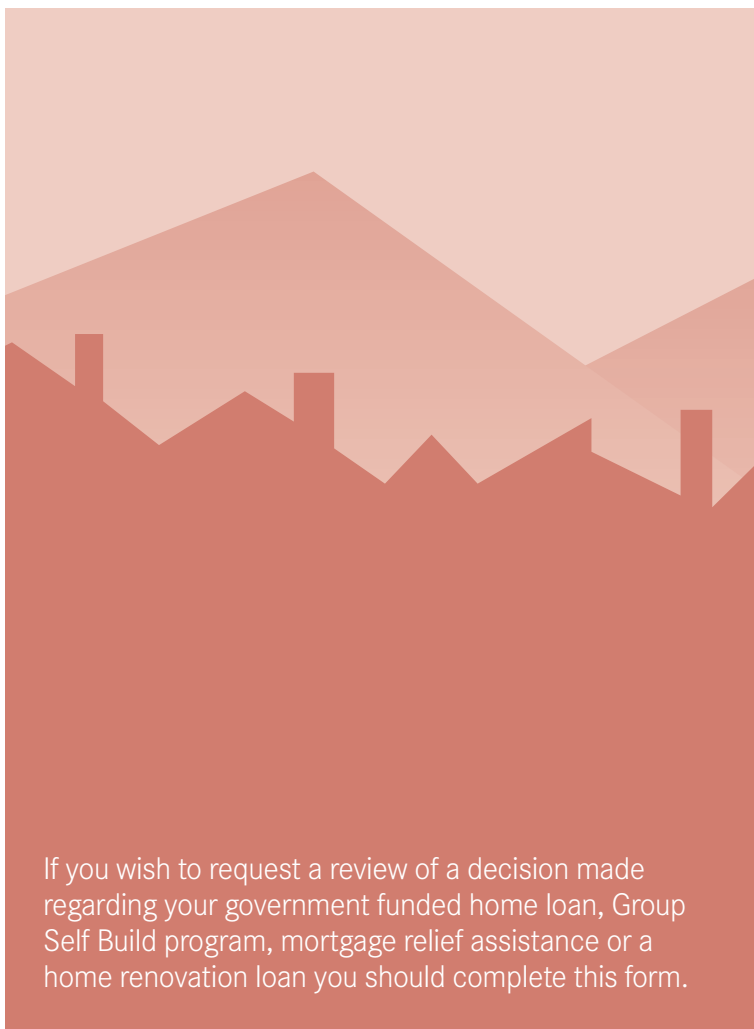


Home Finance Review Office

Helping you to resolve home loan problems



If you wish to request a review of a decision made regarding your government funded home loan, Group Self Build program, mortgage relief assistance or a home renovation loan you should complete this form.



August 2007 (0200704)



Delivery Address:
GPO Box 4057
MELBOURNE VIC 8060



Manager
Department of Human Services
Housing Appeals & Home Finance Review Office
Reply Paid 4057
MELBOURNE VIC 8060

No stamp required
if posted in Australia



The Home Finance Review Office has been established to try and resolve any problems you may have with your government supported home loan or the quality of service you have received.

Staff have been trained to provide prompt and professional service.

The steps in resolving problems are:

- 1 Talk to the people who manage your loan. Sometimes the problem can be resolved simply by talking about it.
- 2 If you cannot get the answers you need, contact the Home Finance Review Office by completing and returning the attached application.
- 3 If you want to call us, the numbers are (03) 9096 7426 or for country residents, 1800 807 702 (toll free).
- 4 We are located on Level 1, 50 Lonsdale Street, Melbourne.

Privacy

The Department of Human Services is committed to protecting the privacy of your information. In order to resolve the matters raised by your appeal, relevant departmental staff may access and share the information contained in your appeal. Furthermore, personal or health information the department already holds about you, that is relevant to your appeal, will also be shared among departmental staff in relevant parts of the organisation (but only with those who are directly involved in the matters you have raised in your appeal). The department will not disclose personal or health information through other avenues unless authorised by you or as authorised by law.

Under the *Freedom of Information Act 1982*, clients can apply for access to their information held by the department.

Home Finance Review Office Application

Your personal details

Name(s)

Loan account number

Address

Suburb/Town State Postcode

Telephone number
Daytime Evening

Loan manager

Do you need an interpreter? Yes No My preferred language is

Please attach additional pages to this form

Signature <input type="text"/>	Signature <input type="text"/>
Date <input type="text"/>	Date <input type="text"/>