



# The value of great external dispute resolution



## **Effective, efficient and experienced external dispute resolution (EDR) is important for:**

- Maintaining confidence in a trusted service such as the accounting profession
- Assisting in the provision of fair, honest and professional financial services providers
- Providing access to timely, independent, low cost dispute resolution when things go wrong
- Ensuring fair, efficient and consistent treatment of complaints

Effective dispute resolution, whether it's internal or external, is good for your business, your reputation and your profession.



## Who are we?

The Financial Ombudsman Service (FOS) Australia fairly and independently resolves disputes between consumers and member financial services providers.

Membership of the Financial Ombudsman Service is open to any financial services provider operating in Australia.

Our independent dispute resolution processes cover financial services disputes including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts. We also cover estate planning, estate management and trustee services.

## Contact us

To find out more and join Australia's leading EDR scheme for financial services.

### **Phone**

1800 367 287 (1800 FOS AUS)

### **Online**

[www.fos.org.au](http://www.fos.org.au)

### **Email**

[membership@fos.org.au](mailto:membership@fos.org.au)

