

## Disclosure Statement

I/We:

authorise the Credit Ombudsman Service to forward my/our complaint and supporting documents to:

*(The person or company you are complaining about)*

You acknowledge and agree that:

by signing this document you have given us authority to collect, keep, use, correct and disclose information about you. We will use this information to review, investigate and conciliate your complaint with the member. As part of our normal activities, COSL may disclose information about you to the COSL Member who is the subject of your complaint, to Government regulatory authorities such as Australian Securities and Investments Commission, and in accordance with compulsory legal process such as a Court "subpoena" (primary purpose). COSL does not engage in any direct marketing activities and will not provide personal information about you to anyone else for the purposes of direct marketing.

Signature

Signature

Print Name

Print Name

Date

Date

### NOTE

*In accordance with Rule 112 of the Credit Ombudsman Service Rules, all statements you make and information or documents you provide are on a "without prejudice" basis. This means that nothing said or done or information provided during the COS Process can be used in later legal proceedings.*

## Your Privacy

We will only use or disclose your personal information for a purpose other than the primary purpose of collection if:

- this secondary purpose is related to the primary purpose (and if this is sensitive information about you, directly related to that primary purpose) and if you would reasonably expect COSL to use or disclose the information for that secondary purpose; or
- you have consented to the use or disclosure; or
- COSL reasonably believes that the use or disclosure is necessary to lessen or prevent a serious and imminent threat to someone's life, health or safety or a serious threat to public health or public safety; or
- COSL has reason to expect that unlawful activity has been, is being, or may be engaged in, and COSL uses or discloses that personal information as a necessary part of reporting its concerns to relevant persons or authorities such as the Australian Securities & Investments Commission.

A copy of our full privacy policy is available at [www.creditombudsman.com.au](http://www.creditombudsman.com.au) or by calling 1800 138 422.

