

If life throws you a curveball and you're struggling with repayments, Zeus has your back.

- ⚡ Call our Hardship team on 1300 099 382
- ⚡ Email hardship@zeus.lmg lending.com.au
- ⚡ Download the hardship form [here] and send it to us once completed.

Extra support:

- [Credit Smart](#): independent info and emergency help, including mental health support.
- [National Debt Helpline](#): free government debt counselling.
- [ASIC's MoneySmart](#): tools, guides, and access to financial counselling

If you need to make a complaint

We aim to get it right, every time. If you're not happy, you can raise a complaint verbally or in writing:

☎ 1300 767 023

✉ complaints@colcap.com.au

✉ Complaints Officer, ColCap Financial Group, PO Box 1244, Sydney South NSW 1235

Or simply tell any Zeus team member and they'll connect you with the Complaints Officer.

When we receive your complaint, we'll work to resolve it promptly and fairly - no runarounds, no unnecessary delays. We will provide information on the process and the detailed steps we will follow. You can find our privacy policy on the website at any time.

External help (AFCA)

If we can't sort it together, you can take your complaint to **AFCA (Australian Financial Complaints Authority)** - an independent, free service to help resolve disputes.

☎ 1800 931 678

🌐 afca.org.au

✉ GPO Box 3, Melbourne VIC 3001