

# DISPUTE RESOLUTION POLICY

We are committed to providing world-class Customer Service, and to dealing with disputes and complaints in a prompt, efficient, and fair manner. We will endeavour to provide our final response to your dispute or complaint within 21 days. We may require additional information from you about your dispute or complaint. If this applies, we will contact you.

Our dispute and complaint handling process is set out below.

## 1. CONTACT CUSTOMER SERVICE

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As a first point of reference, you should direct your dispute or complaint to the Customer Support team.

## 2. ESCALATE TO MANAGEMENT

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Should you be in any way dissatisfied with the resolution provided by the Customer Support team you may escalate your query to a member of our Management Team via email on [complaints@ladbrokes.com.au](mailto:complaints@ladbrokes.com.au). They will then investigate your dispute or complaint, and respond back to you.

## 3. ESCALATE TO THE RESPECTIVE WAGERING JURISDICTION

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If your dispute or complaint is not resolved to your satisfaction, you can escalate your concern to a representative of the Northern Territory Racing Committee for final determination by completing the Gambling Dispute Form available [here](#). If the dispute or complaint concerned a bet, the bet will be adjusted in accordance with the decision of the Northern Territory Racing Committee, whose decision is final and binding on both parties.

## 4. CARD DISPUTES

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If your dispute or complaint is not resolved to your satisfaction and it is about a transaction on your Visa card or EFTPOS card (but not a betting dispute), you can escalate your dispute to the Australian Financial Complaints Authority. The Australian Financial Complaints Authority can be contacted on 1800 931 678 or at [www.afca.org.au](http://www.afca.org.au).

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