

Complaint Lodgment Form

YOUR DETAILS			
Full Name*			
Organisation ¹			
Phone Numbers*		Home*	Mobile*
Address*		Town/City*	Postcode*
COMPLAINT DETAILS – please attach further pages if required			
Sales & Marketing <input type="checkbox"/> Business Directories <input type="checkbox"/> Sales & Marketing lists <input type="checkbox"/> Customer & Prospect analysis <input type="checkbox"/> Procurement & Supplier Mgmt	Credit Reporting <input type="checkbox"/> Commercial Credit Services <input type="checkbox"/> Consumer Credit Services <input type="checkbox"/> Country Risk Services <input type="checkbox"/> Trade Information Services	Debt Collection <input type="checkbox"/> Commercial Debt <input type="checkbox"/> Consumer Debt	Identity Verification <input type="checkbox"/> Search & Locate <input type="checkbox"/> Identi-Check <input type="checkbox"/> RecoNexus
Product or Service*			
Nature of Complaint*			
Staff Member(s) involved*			
TERMS & CONDITIONS			
Please tick box and sign below to agree to Terms and Conditions:			
<input type="checkbox"/> I understand that by signing this form I am stating that the information supplied by myself is a true and correct representation of the events that have occurred that have prompted this complaint. I understand that the information I supply will be used by Dun & Bradstreet (Australia) Pty Ltd or Dun & Bradstreet (New Zealand) Ltd to investigate and resolve the complaint. The information will be used in accordance with relevant legislation.			
Complainant's Signature*		Signature date	
FOR OFFICE USE ONLY			
Date Complaint received by D&B		Complaint Resolution Date	
Send completed Complaint Lodgment Forms to: Australia Postal - D&B Complaints Handling Council - PO Box 7405, St Kilda Road - Melbourne VIC 3004 <u>OR</u> Fax 03 9828 3447 New Zealand Postal - D&B Complaints Handling Council New Zealand - PO Box 9589, Newmarket - Auckland <u>OR</u> Fax 09 309 2050			