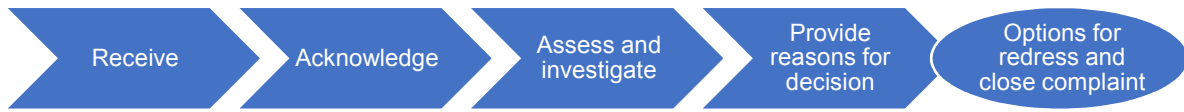


What happens when you make a complaint with us?



If you call us to make a complaint, our Customer Care officer will aim to resolve your complaint on the spot.

If you contact us using the online form or if you write to us, we aim to acknowledge your complaint within one business day.

In the event that a resolution cannot be provided during initial contact, you will be advised of the steps that will be taken and a timeframe of when an update and/or resolution will be provided.

If your vehicle requires any repairs, we will refer you to the dealership of your choice. The resolution of your complaint will be communicated to you either verbally and/or in writing depending on your preferred method of contact.

We aim to resolve your complaint at the first level, the frontline. Wherever possible the Customer Care Officer will be adequately equipped to respond to your complaint.

Where this is not possible, we may decide to escalate the complaint to a more senior officer within Hyundai. This second level of complaint handling will provide for the following internal mechanisms:

- assessment and possible investigation of the complaint and decision/s already made, and/or
- facilitated resolution (where a person not connected with the complaint reviews the matter and attempts to find an outcome acceptable to the relevant parties).

If you remain dissatisfied with the outcome of Hyundai's review of your complaint, you may seek an external review of our decision by your local state or territory consumer protection agency (sometimes called 'consumer affairs'). Further, you may contact the Australian Competition & Consumer Commission (ACCC) for advice on how to resolve problems or make a complaint. Visit the ACCC website for more information.

If you wish to follow up on an existing complaint, please call us on 1800 186 306 or email customercare@hyundai.com.au