If you wish to request a review of a decision made regarding your government funded home loan, Group Self Build program, mortgage relief assistance or a home renovation loan you should complete this form.
The Home Finance Review Office has been established to try and resolve any problems you may have with your government supported home loan or the quality of service you have received.

Staff have been trained to provide prompt and professional service.

**The steps in resolving problems are:**

1. Talk to the people who manage your loan. Sometimes the problem can be resolved simply by talking about it.
2. If you cannot get the answers you need, contact the Home Finance Review Office by completing and returning the attached application.
3. If you want to call us, the numbers are (03) 9096 7426 or for country residents, 1800 807 702 (toll free).
4. We are located on Level 1, 50 Lonsdale Street, Melbourne.

**Privacy**

The Department of Human Services is committed to protecting the privacy of your information. In order to resolve the matters raised by your appeal, relevant departmental staff may access and share the information contained in your appeal. Furthermore, personal or health information the department already holds about you, that is relevant to your appeal, will also be shared among departmental staff in relevant parts of the organisation (but only with those who are directly involved in the matters you have raised in your appeal). The department will not disclose personal or health information through other avenues unless authorised by you or as authorised by law.

Under the *Freedom of Information Act 1982*, clients can apply for access to their information held by the department.