

Complaint Resolution Guide

We're here to help

We strive to provide you with the best customer service and banking experience, but sometimes we get it wrong. That's why we want to hear from you, our customers, to provide us valuable feedback on what we're doing well, or what we need to improve on. Your valued feedback is what will help us continue to improve our services to give our customers a better banking experience.

Further information about our Complaint Resolution process can be found on our website bankfirst.com.au/feedback or by contacting us on **1300 654 822** or **+61 3 9834 8560**.

How to make a complaint

We've tried to make it as simple as possible to lodge a complaint with us. You can lodge your complaint at our branches, online, by phone or by email. We'll aim to acknowledge your complaint within 1 business day, or as soon as practicable.

Phone: **1300 654 822**

Online: bankfirst.com.au

Email: feedback@bankfirst.com.au

In person at our branches:

Bank First
117 Camberwell Road
Hawthorn East VIC

Bank First
126 Puckle Street
Moonee Ponds VIC

Accessibility options

National Relay Service

If you're deaf, have a hearing or speech impairment, the National Relay Service can help you speak with us. You can access this service via any of the below options:

- TTY or voice: call **133 677**, then ask for **1300 654 822**
- Speak and listen: call **1300 555 727**, then ask for **1300 654 822**
- SMS relay: text **0423 677 767**

Interpreter services

If English isn't your first language you can use the Government's translator and interpretation services, free of charge. You can access the service by calling **131 450**.

How long before a complaint is resolved

Most complaints can be resolved straight away or within days. If further investigation is needed, we'll keep you up-to-date and advise you if we cannot resolve your complaint within 21 calendar days.

If you're unhappy with our response

If you're unhappy with our resolution, you have a right to take your complaint to the Australian Financial Complaints Authority (AFCA).

AFCA is an external dispute resolution body. They provide a fair and independent complaint resolution service that is free for customers to access.

If your complaint relates to the way your personal information is being handled and you're unhappy with our resolution, you can also contact the Office of the Australian Information Commissioner.

Australian Financial Complaints Authority

Website: www.afca.org.au

Telephone: **1800 931 678**

E-mail: info@afca.org.au

Postal address: **GPO Box 3 Melbourne 3001**

The Office of the Australian Information Commissioner

Website: www.oaic.gov.au

Phone: **1300 363 992**

Postal address: **GPO Box 5218, Sydney NSW 2001**