

Complaints and dispute resolution

Member policy

December 2024

Meeting your expectations? If not, we want to know.

BankVic exists to provide its members with banking services that represent great value for money and make it easy for you to deal with us, but we don't always get it right.

If you are dissatisfied with how we have served you, we want to know.

Your complaint will be handled by a member of staff with the appropriate authority to manage it, and we'll respond to your complaint fairly, transparently and in a timely manner. We make sure that our directors and senior management are aware of the issues that concern you and, where needed, we may change our processes or services.

What is a complaint?

A complaint is an expression of dissatisfaction made *to* BankVic or *about* BankVic, related to its products, services, sales practices, staff, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected or legally required.

What is a dispute?

A dispute arises if you make a complaint about us and are not satisfied with the response you receive. You can request your complaint be handled by our Internal Dispute Resolution Committee.

The complaint and dispute process

Step 1: How to make a complaint

You can make a complaint:

- by emailing info@bankvic.com.au
- by completing the feedback form on our website bankvic.com.au/get-help/contact-us
- in person at any BankVic branch, or
- in writing to GPO Box 2074, Melbourne, VIC 3001.

Step 2. Recording your complaints

We'll acknowledge your complaint within 24 hours, or as soon as practicable, and record it in our Complaints and Dispute Register.

Step 3. Complaint management

We aim to resolve complaints within three business days and advise you of the outcome via your preferred contact method. However, some complaints may take longer to resolve.

We aim to resolve more complex complaints within 21 calendar days. In these cases, we will give you the name and contact details of the person managing your complaint in case you wish to discuss your complaint while it's being reviewed. We'll advise you of the outcome in writing. If we need longer than 21 days, we'll let you know and will continue to provide progress updates.

We will advise of the outcome of any hardship complaints in writing.

We may collect your personal information for the purposes of helping us respond to your query. Further details about how we manage your personal information, including how you can access or correct your personal information and make a privacy complaint, are outlined in our Privacy Policy.

If your complaint relates to a third party such as an insurance provider, we'll add the complaint to our Complaint and Dispute Register and will lodge it with the associated party.

Step 4: Escalation to internal review

If you are not satisfied with our response to your complaint, you may request a review by our Internal Dispute Resolution Committee. The committee will make a final decision on behalf of BankVic. This step will not impact our commitment to timely and fair resolution of complaints.

External dispute resolution

Once your dispute has been reviewed by our Internal Dispute Resolution Committee, if you are still not satisfied with the outcome or process you may refer your banking complaint to the Australian Financial Complaints Authority (AFCA).

AFCA is an independent organisation that resolves disputes between consumers and financial service providers. Please note that AFCA is unable to deal with your dispute unless you have attempted to resolve the issue with us first. In certain cases, AFCA may not have jurisdiction to hear your complaint. Where AFCA does not have jurisdiction, or if you prefer, you may pursue other external dispute resolution options that may be available to you including state and territory review tribunals (such as the Victorian Civil and Administrative Tribunal), mediation or arbitration (where we both agree to use this option), and/or court proceedings.

Web: afca.org.au

Phone: 1800 931 678 (free call)

Email: info@afca.org.au

Post: GPO Box 3, Melbourne, VIC 3001.

If your dispute involves privacy issues and has not been resolved to your satisfaction, we'll refer you to the Office of the Australian Information Commissioner so you can lodge a complaint:

- online using the [privacy complaint form](#), or
- in writing to Office of the Australian Information Commissioner, GPO Box 5288 Sydney, NSW 2001.

Enquiries only:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Post: GPO Box 5288 Sydney NSW 2001

Details of how you may access these services will also be provided when you are advised of the outcome of our investigations, or if we are unable to resolve your complaint within our specified time limits.

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