

Internal Dispute Resolution Procedures



BankWAW has an internal process for handling complaints in relation to the products and services we issue.

If we cannot resolve a complaint to a customer's satisfaction the complaint can be referred by that customer without charge to the Australian Financial Complaints Authority (AFCA). The AFCA contacts details are listed at the bottom of this form.

Complaints about products or services distributed by us that other financial institutions have issued should normally be referred by the customer to the complaints handling scheme of the issuing institution.

We are committed to responding to complaints and disputes in a way that is:

- prompt and efficient
- consistent with the law, applicable industry codes (including the Customer Owned Banking Code of Practice), and good industry practice
- fair to everyone involved.

BankWAW will only be able to deal effectively with your complaint if you continue to communicate with us and respond to our reasonable requests for information while we are considering the complaint.

Definitions

"Complaint" – Any expression of dissatisfaction made to us related to our products or services, or to our complaints-handling process, where a response or resolution is explicitly or implicitly expected.

"Dispute" – A complaint that requires a resolution process rather than an "on-the-spot" solution.

Features of our complaints handling process

- BankWAW's internal process covers all customer complaints, including complaints about breaches of the Customer Owned Banking Code of Practice. BankWAW will ensure our complaints handling process is adequately resourced.
 - The process is free to you and accessible. We will be flexible about how complaints are made and will not require that initial complaints be made in writing (however, some complaints may subsequently need to be put in written form to be progressed).
 - BankWAW will try to resolve your complaint as soon as possible – "on the spot" if we can but if your complaint is not resolved "on the spot", your complaint will be referred to BankWAW's Complaints Department to address the issues that you have raised.
 - If your complaint is not resolved immediately, we will give you the name and contact details of a person in our organisation nominated as responsible for dealing with your complaint. As far as possible, this person will not be someone to whom your complaint relates.
 - BankWAW will have a straightforward process for determining your complaint. We will not make you go through multiple internal complaints-handling personnel or processes.
 - If BankWAW is not able to resolve your complaint to your satisfaction, we will advise you of this in writing, giving our reasons. Our letter will also tell you how to contact AFCA should you wish to take the complaint further.
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Dispute Resolution Timeframes

BankWAW will do its best to ensure that our investigation is completed, and a decision on your complaint is communicated to you, within 21 days of our being advised of the complaint. We will inform you if we need more time.

If we are not able to resolve your complaint to your satisfaction within 45 days you may take the complaint to AFCA, even if we are still considering it (assuming the complaint is within the scheme's terms of reference). We will inform you that you have this right within 5 business days after the end of the 45-day period.

BankWAW Complaints Department Contact Details

Complaints Officer, BankWAW
Mail: PO Box 568, Wodonga, Vic, 3690
Email: info@bankwaw.com.au
Website: bankwaw.com.au
Phone: 1300 368 555

External Dispute Resolution (EDR) scheme

AFCA is an independent body with the power to investigate disputes against scheme members, and to make decisions that are binding on their members. The EDR scheme must act in a way that is fair to all the parties. The scheme is free to our customers.

The contact details for AFCA are:

Mail: GPO Box 3, Melbourne, Vic, 3001
Email: info@afca.org.au
Website: www.afca.org.au
Phone: 1800 931 678

BankWAW Head Office
11 Stanley St Wodonga VIC 3690 | PO Box 568 Wodonga VIC 3689
tel: 1300 368 555 | email: info@bankwaw.com.au