

Making a Complaint

If you have a concern or an issue that needs to be addressed, please let us know. We have a process in place to help resolve issues quickly and effectively. We welcome the opportunity to discuss your concerns with you.

You can make a complaint at NOVA Alliance Bank branch, in writing, by email info@novaalliancebank.com.au, or by calling us in business hours on 02 49261428.

Customer Advocate

If you are not satisfied with the response provided you have the option of referring the matter to the Bendigo Bank Customer Advocate who will impartially assess your complaint, keep you informed of the progress and provide you with a response.

Bendigo Bank's Customer Advocate can be contacted by:

- Telephone - 1300 139 572 (+61 3 5485 7919) between 8.30am and 5.00pm Victorian time, weekdays
- Email - customeradvocate@bendigoadelaide.com.au
- Post/Letter - write to Customer Advocate, P.O. Box 480, Bendigo, Vic, 3552

[The Customer Feedback Management Policy is supported by detailed procedures covering approach, responsibilities, monitoring, improving the customer experience and reporting.](#)

Alternatively (or following consideration by the Customer Advocate) you may refer your complaint directly to the relevant External Dispute Resolution (EDR) scheme.

Australian Financial Complaints Authority

GPO Box 3

Melbourne Vic 3001

Phone: 1800 931 678

Email: info@afca.org.au
