

Resolving a Complaint

It is important for us to know when we have not met your expectations no matter the circumstance. Please contact us by phone, email or by visiting our branch to make a complaint.

Phone: 02 49261428

Email: info@novaalliancebank.com.au

We love to hear from you whether it's a compliment, suggestion or a complaint. It is important for us to know what we do well and we are just as keen to hear when we have not met your expectations no matter the circumstance.

If you have a compliment or suggestion, please provide further details to us via phone, email or at your nearest branch.

If you have a complaint related to the products or services provided by Nova Alliance Bank, please contact us in the first instance, as any of our staff can assist you with the feedback. They will be objective and proactive in responding to you in order to achieve fair, reasonable and timely outcomes.

We will ensure that all complaints are fully documented, investigated and resolved in a timely manner and we will keep you informed of the progress of your complaint.

There are many ways to provide your feedback to us:

In person: By speaking to a member of our staff.

Telephone: By contacting 02 49261428

Website: <https://novaalliancebank.com.au/contact-us/>

If you are not satisfied with the response provided by our team, you have the option of referring the matter to the [Customer Advocate](#) who will impartially assess your complaint, keep you informed of the progress and provide you with a response:

- Telephone – [1300 139 572](tel:1300139572) (+61 3 5485 7919) between 8:30am and 5:00pm Victorian time, weekdays
- Email – customeradvocate@bendigoadelaide.com.au
- Mail – write to Customer Advocate, P.O. Box 480, Bendigo VIC 3552

Alternatively (or following consideration by the Customer Advocate) you may refer your complaint directly to our external dispute resolution provider:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Phone: 1800 931 678

Fax: 03 9613 6399

Email: info@afca.org.au

website www.afca.org.au

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the [AFCA website](#) to find out if or when the time limit relevant to your circumstances expires.

If your complaint relates to how we handle your personal information you can also contact:

Office of the Australian Information Commissioner

GPO Box 5218

Sydney NSW 2001

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

www.oaic.gov.au