

Southern Cross Credit Union Ltd offers our customers an internal dispute resolution procedure that is:

- readily accessible; and
- free of charge.

### **Let's talk about it**

The simplest way of solving a problem is to talk to someone about it. If you are dissatisfied with something to do with a product or service, we'd like to hear about it. We'd also like to hear about the positive interactions you've had with us.

Our team is trained to efficiently and courteously deal with all types of problems. So don't hesitate to speak to a team member if something is troubling you. We'd like to know about anything which affects the relationship you have with us.

### **Who do you complain to?**

The first place you should make any complaint is to a member of our team, this may be done in any Financial Service Centre or by telephoning our Contact Centre. If possible, the problem will be resolved immediately. However, if our team member is unable to assist, please speak to the manager. Our manager will try to resolve the matter by the next business day.

You may also lodge a complaint from our website at [www.sccu.com.au](http://www.sccu.com.au) on our 'Contact Us' page or by calling us on 1300 360 744.

### **How long will it take?**

We will acknowledge receipt of your complaint within 24 hours (or one business day) of receiving it. We will do our best to ensure the matter is investigated, and a decision on your complaint is communicated to you, typically within 3 days, and no longer than 21 days of being advised of the complaint. For credit related complaints, we have 21 days to provide you with a response.

Not all complaints can be dealt with quickly. Our manager will advise you if he or she is unable to resolve your complaint by the next business day. Sometimes we may need to contact you to request either further information or more time to fully investigate the issue where the matter is complex, and this may mean we cannot meet the above timeframes. If this happens, we will write to you advising you of the delay and when you can expect the matter to be finalised.

### **How will you notify me of the outcome?**

If the complaint is resolved within 21 days of receipt of the complaint, we will verbally advise you of the outcome of our investigation.

As soon as a determination is reached, we will ring or write to you notifying you of the outcome. If this is not in your favour we will write to you telling you:

- details identifying and addressing the issues raised in your complaint
- the reasons for our decision
- about the evidence we relied on in reaching our decision
- about the consequences of the decision for you
- about what further action you can take.

### **What further options do you have?**

We are a member of the Australian Financial Complaints Authority ("AFCA"). AFCA provides an external and impartial procedure for resolving disputes between credit unions and their customers. The Service is free of charge to customers.

If you are not satisfied with the final outcome of your complaint, you may tell us to pursue the matter further with AFCA. With your written consent, we will then refer the matter, and copies of all primary documents and correspondence concerning the complaint. If we fail to do this,

or if we fail to resolve your complaint within 45 days, you may refer the matter to the Australian Financial Complaints Authority yourself. You can contact the Australian Financial Complaints Authority on 1800 931 678, by mail, GPO Box 3, Melbourne VIC 3001. Using the online complaint form: [www.afca.org.au](http://www.afca.org.au) or by email: [info@afca.org.au](mailto:info@afca.org.au).

**By submitting a complaint you are deemed to have agreed to having the complaint considered under the AFCA rules.**

#### **Accessibility services**

We welcome calls through the National Relay Service if you are deaf, have a hearing impairment and/or have a speech impairment. Choose your relay access option when speaking with the National Relay Service and provide our phone number 1300 360 744 when asked by the relay officer.

If English isn't your first language, you can access a free interpreter service through Translating and Interpreter Service (TIS). The service is provided by the Department of Home Affairs and it's available in over 150 languages. You can ask our staff to arrange this service for you at any of our Financial Service Centres or over the phone.

#### **Other things you should be aware of**

You should be aware of the following things about our internal dispute resolution procedure:

- You are not obliged to pursue a dispute with us using our internal dispute resolution procedure.
- If you do use our internal dispute resolution, you may commence legal proceedings against us before, or at the same time as using our internal dispute resolution procedure.
- Our participation in the internal dispute resolution procedure is not a waiver of any rights we may have under the law, or under any contract between the Credit Union and yourself. An example of such a contract may be a loan contract, a mortgage, a guarantee, the terms and conditions of a Visa Debit card.

*This guide itself is not a contract between the Credit Union and yourself, and it is not enforceable against us.*