

# CommBank

## Customer Complaint Guide – Video transcription

At CommBank, if you're unhappy about something, we want you to let us know.

By making a complaint, you can tell us when we don't meet your expectations as a customer.

This helps us ensure that when things go wrong, we can make it right – quickly and fairly!

It's easy to make a complaint online, on your phone, by visiting one of our branches or writing to us.

There's no need to use a stamp, we'll cover the postage.

When you make a complaint, we'll give you a reference number and the name and contact details of the person who will help you.

We promise to listen so we can understand how you've been affected and make things right if we've done something wrong.

We'll give you regular updates about how we will try to fix the problem and will work with you to find a fair outcome.

And if we can't solve your complaint within 30 days, or 21 days if your complaint is about credit default or hardship, we'll tell you why.

Sometimes it might be because we need more information.

Perhaps a written email or letter about the problem details of phone calls you've had or who you first spoke to about the issue.

We'll do everything we can to help but if you're not happy with the outcome, you can talk to the Australian Financial Complaints Authority.

They help with financial services complaints are not part of CommBank and their service is free to use.

By telling us when you're unhappy, it helps us build better customer relationships improve our products and services and build tomorrow's bank today.