

Talk to us. We're listening.

Feedback Form
Resolving Complaints

Rural Finance – A Division of Bendigo and Adelaide Bank Limited
ABN 11 068 049 178 AFSL 237879. (A261744) (07/17)

ruralfinance.com.au



RURAL FINANCE

Customer Help Service
Rural Finance
PO Box 1313
Bendigo Central VIC 3552

No stamp required
if posted in Australia



Customer Feedback Form

**We welcome your comments and feedback. Please complete this form and return to:
Customer Help Service, Rural Finance, PO Box 1313 Bendigo Central Vic 3552.**

Your details (optional)

Mr/Mrs/Miss/Ms/Other: _____

Surname: _____ First Name: _____

Address: _____ Postcode: _____

Telephone (daytime): _____ Email: _____

Product/Service: _____

Account Number (if applicable): _____

Your comments (feedback, compliment, complaint): _____

I do not wish to be contacted about the feedback I have provided.

Please find attached additional documentation. _____ pages attached.

Customer signature: _____ Date : _____

Protecting your privacy

Rural Finance – A Division of Bendigo and Adelaide Bank Limited (“we”) is part of the Bendigo and Adelaide Bank Group (“the Group”), including its subsidiaries, related companies, agencies and franchises (including **Community Bank**® branches). We collect your personal information to better understand your feedback and, where relevant, contact you. It may be shared within the Group in order to address your feedback.

To request access to your personal information, please contact our Customer Help Service on 03 5448 2600.

Tear off section

Customer Advocate

If you are not satisfied with the outcome of Rural Finance’s Internal Dispute Resolution (IDR) process, you also have the option of referring the matter to the Customer Advocate. The Customer Advocate will impartially assess your complaint, keep you informed of the progress and provide you with an outcome of the review of your complaint in a timely manner.

The Customer Advocate can be contacted by:

Telephone 1300 139 572 (+61 3 5485 7919) between 8:30 am and 5:00 pm Victorian time, weekdays

Email customeradvocate@bendigoadelaide.com.au

Post/Letter write to Customer Advocate, PO Box 480, Bendigo Vic 3552

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

Financial Ombudsman Service Australia
GPO Box 3
Melbourne Vic 3001

P 1800 367 287 (free call)

F 03 9613 6399

E info@fos.org.au

www.fos.org.au

Resolving complaints

Our focus is on providing customer service that sets us apart in the finance industry. This is why we want to know if you’ve experienced service that has not met your expectations.

There are four ways you can choose to tell us about the issue prompting your complaint:

1 In Person. Speak to a staff member directly.

2 By Post. Complete the Customer Feedback Form at the back of this brochure.

3 By Phone or Fax. Contact our Customer Help Service on phone 03 5448 2600 or fax 03 5441 8901 between 8:30 am and 5:00 pm, Victorian time, weekdays.

4 Online. Complete the Customer Feedback Form online at www.ruralfinance.com.au

Our handling of your complaint

We aim to resolve your complaint as quickly as possible. If our staff cannot reach an appropriate resolution immediately, we will contact you and keep you informed of our progress and how long we expect resolution will take.

Rural Finance Customer Help Service

At Rural Finance, we’re always keen to find out ways to improve our customer service. That’s why we established the Customer Help Service.

If you have any compliments, suggestions or complaints related to Rural Finance, our subsidiaries, agencies or franchises, our staff can discuss this with you on the spot.

If, however, you are not satisfied with the outcome, the Customer Help Service will be able to assist.

Our Customer Help Service is staffed by experienced personnel who are trained to assist if you:

Have suggestions about products, services or procedures;

Have a compliment or complaint;

Believe Rural Finance has made an error;

You can contact the Customer Help Service on 03 5448 2600 between 8:30 am and 5:00 pm, Monday to Friday (AEST).

Alternatively you can complete the Customer Feedback Form at the back of this brochure or email us at customerhelp@ruralfinance.com.au