



RG271 Internal Dispute Resolution

Effective 5 October 2021 will see new mandatory legislation that impacts how our partners should deal with consumer complaints under their internal dispute resolution (IDR) process.

Customers will benefit from an improved complaint acknowledgement process as complaints must be acknowledged within 24 hours or one business day. Standard complaint resolution timeframes will also be reducing from 45 days to 30 days.

The improved process will assure our customers that their complaint is being given the relevant focus whilst managing complaints to resolution in a timely manner.

What is required from you?

All complaints, compliments and suggestions received by you will be required to be captured using the template attached* and provided back to the bank by the 5th day of the month. This is to ensure we meet our reporting obligations to ASIC by the 10th day of the month as outlined in the TMD.

For example, feedback received between the period 1 October to the 31 October will need to be provided to the Bank by Friday 5 November 2021.

Should you require assistance please [contact us here](#).

Regards,

Cosi Lanzoni

Senior Manager Strategic Partners

