

Not happy with our service?

Our Resolutions Team

Goldfields Money staff strive to ensure that our customers receive the best possible service and experience.

Let's talk about it.

The simplest way of solving a problem is to talk to someone about it. If you are unhappy about something to do with a product or service, we'd like to hear about it.

Our staff are trained to efficiently and courteously deal with all types of problems, so don't hesitate to speak to us if something is troubling you. We want to know about anything that affects your relationship with us.

Who do you speak to?

Firstly, you should take any issues you are having to a member of our staff so they can help to resolve it right away. If our staff are unable to assist, you are encouraged to speak to a Supervisor or Manager. The Supervisor/ Manager will try to resolve the matter by the next business day.

If a resolution can't be reached, you will be asked to complete and submit a formal Complaint. Our staff can help you.

If you prefer, you can email the Resolutions Officer. Please also include any supporting documentation with your correspondence to help clarify your point.

If the issue has been resolved, the Resolutions Officer will respond to your email and confirm the outcome. If the issue requires further investigation, the Resolutions Officer will phone and advise you of this.

How long will it take?

Often, issues are a simple case of miscommunication or misunderstanding, which can quickly be resolved to the satisfaction of all parties.

Sometimes, not all issues can be dealt with quickly. Once the Resolutions Officer has received your complaint, it will be forwarded to the relevant manager who will contact you within 2 working days to advise the outcome or discuss progress.

Every effort will be made to resolve your query immediately and the manager will inform you of the estimated time required to investigate the issue you are having. Our aim is to have your issue resolved within 14 days, however, more complex cases may require up to 45 days to resolve. You will always be kept in the loop and updated on your complaint's progress wherever possible.

How will you update me?

We will call or email you notifying you of the outcome. If the outcome is not in your favour, we will advise you of:

- the reasons for the decision
- the evidence we relied on in reaching our decision
- the consequences of the decision for you
- what the next steps are

If a resolution cannot be reached

Goldfields Money has an external complaints representative: the Australian Financial Complaints Authority (AFCA).

AFCA provides an external procedure for resolving disputes between financial institutions and their customers. AFCA is impartial and free of charge.

If you are not satisfied with the final outcome of your complaint, you may ask us to pursue the matter further with AFCA.

With your written consent, we will then refer the matter as well as copies of all documents and correspondences directly to AFCA.

If we fail to do this or if we fail to resolve your complaint within 45 days, you may refer the matter to AFCA yourself by calling 1800 931 678.

How to lodge your complaint

Email: complaints@goldfieldsmoney.com.au

Phone: 1300 464 465

SecureMail: via your Internet Banking

By mail to:

Attn: The Resolutions Officer
Goldfields Money
PO BOX 7030,
Cloisters Square, WA 6850.