



Let us know
what you think.

200



200 years proudly supporting Australia

At Westpac, we genuinely want to hear from you. We are committed to doing the right thing for our customers. We welcome your suggestions, compliments and complaints.

Making a suggestion.

If you have any suggestions you feel will enable us to provide you with better products and services, please let us know.

Making a compliment.

There is nothing so encouraging as a well-earned compliment. So if you have received exceptional service from Westpac, please let us know so that we can pass on the compliment.

Making a complaint.

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Where possible, we will resolve your complaint on the spot. And if we need some additional time to get back to you, we will let you know. In the unlikely event we can not resolve your concern at your first point of contact; we will then refer the complaint to our dedicated Customer Experience team.

Our Customer Experience Managers are there to find a solution for you. Our aim is to respond to your complaint within 5 working days or sooner if possible. Some complaints take longer to resolve. We will let you know why it is taking longer, what is happening and a date by which you can reasonably expect a response.

Contact us.

Over the phone:



Please call us from anywhere in Australia on 132 032.

Over the internet:



Go to www.westpac.com.au, scroll down to 'Contact Us' at the bottom of the page, then click Feedback and complaints.

If you prefer to mail or email:



Westpac Customer Experience,
Reply Paid 5265, Sydney NSW 2001



westpaccustomerexperience@westpac.com.au

If you are in a branch:




You can tell us in person.

If you are still unhappy.

If you are unhappy with the outcome of your complaint, then please feel free to contact our Westpac Group Customer Advocate.

The role of the Customer Advocate is to provide an objective and independent review of the outcome.

The Westpac Group Customer Advocate can be contacted by email:

 customeradvocate@westpac.com.au

Information to include in your correspondence;


- Your customer number and complaint reference number
- Your preferred contact details
- A brief description of your complaint

What if I'm still not satisfied?

If, despite our best efforts, you remain dissatisfied there are a number of other bodies you can go to. One of these is the Financial Ombudsman Service (FOS) Australia. The Financial Ombudsman Service Australia helps individuals and small business customers resolve problems and disputes with their bank. Their contact details are:

Financial Ombudsman Service Australia

 GPO Box 3, Melbourne, VIC 3001

 1800 367 287

 03 9613 6399

 info@fos.org.au

 www.fos.org.au



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