



Your feedback matters

Complaints, compliments
and suggestions

Resolving your complaint

Please help us to deliver better service to you

We like to hear from you if we have made a mistake, or if our service or one of our products does not meet your expectations. We rely on your feedback to consider the steps we can take to improve our service and products.

What to do if you have a complaint

If you have a complaint, the first thing you should do is talk to a member of team at your Delphi Bank branch. Our aim is to resolve your complaint when you first contact us, wherever possible.

If you would like to make a formal complaint, our team can obtain all the details from you and confirm with you that we clearly understand your complaint.

Alternatively, you may prefer to provide your feedback to us:

Phone: 1300 660 550

Email: service@delphibank.com.au

Website: delphibank.com.au/support/contact-us

Write: Complaints Officer,
P.O. Box 309 Collins St,
West Melbourne, Vic, 8007

Our dedicated team are here to listen to you and represent your voice.

Our team will seek to understand your expectations and needs by engaging with you. Their learnings from your experience will be used to enhance the way we do business in the future.

The Bank will also take the following steps:

- Let you know who is handling the complaint;
- Keep you informed about what is happening;
- Aim to resolve your complaint within 21 working days; and
- Advise you in writing of the outcome and the reasons for the decision.

If we are not able to resolve your complaint within 21 working days, we will keep you informed of our progress and how long we expect that it will take to resolve your complaint.

What to do if you are not satisfied with the outcome of your complaint

If you are not satisfied with the outcome provided by the Bank, you also have the option of referring the matter to the External Dispute Resolution (EDR) scheme.

We are a member of the Australia Financial Complaints Authority (AFCA). You can contact AFCA at:

Phone: 1800 931 678

Email: info@afca.org.au

Website: afca.org.au

Write: GPO Box 3, Melbourne VIC 3001

You should act promptly as time limits apply. Visit the AFCA website to find out more.

Free of charge

The handling of customer complaints by the Bank is provided free of charge to our customers.



To find out more
1300 660 550
delphibank.com.au