



How to make a complaint



Easy English



Blue words

Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.



Contact information is at the end of this book.

About this book



This book is about how to make a **complaint**.

A complaint is when

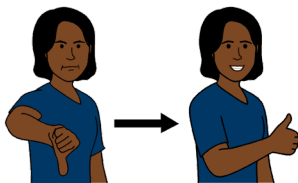
- you are **not** happy with something about our products or services



and

- you tell us why.

We want to know about your complaint.



This will help us make our products and services better for everyone.

How to make a complaint

Online



You can fill in our online form.

Website

citibank.com.au/our-complaints-process



By phone from Australia

Call 13 24 84



By phone from another country

Call +61 2 8225 0615

What we will do for you

If you make a complaint we will

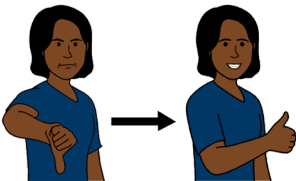


- tell you that we have your complaint

- tell you what is happening



- listen to what you say



- try to fix what you are not happy about in a short amount of time.

What you can do for us



When you contact us you should

- tell us everything you can about your complaint

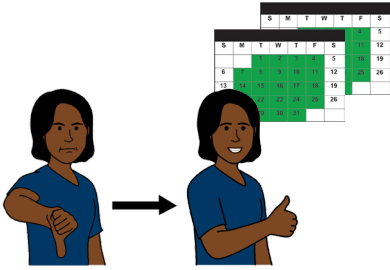


- tell us what we can do to fix your complaint

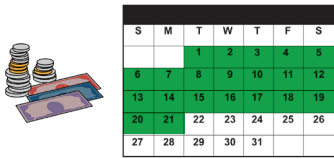


- have important information that can help you explain your complaint
 - for example, documents.

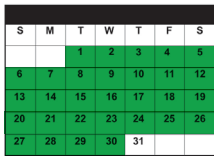
How fast can we fix your complaint?



Some complaints take more time to fix than others.



If your complaint is about a money problem we will try to help you within **21 days**.



If your complaint is about something else we will try to fix the problem within **30 days**.

If we **cannot** fix your complaint in this time we will tell you



- why it is taking more time

- when we might be able to fix it



- what you can do if you are still **not** happy.

We might need more than **21 days** to fix the complaint if



- it is about a money problem

and



- we need more information from you.

We will ask you for the extra information within **21 days**.

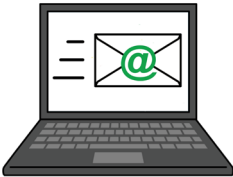


S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

If you are not happy with how we tried to fix your complaint



You can contact our **Customer Relations** team.



Email

aust.customeradvocacyunit@citi.com



Call from Australia

1300 308 935



Call from another country

+61 2 8225 0615

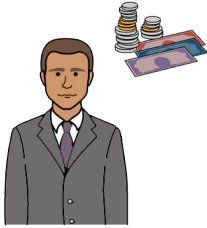


By post

Customer Relations Unit
GPO Box 204
Sydney NSW 2001

If you are still not happy

You can contact the **Australian Financial Complaints Authority**.

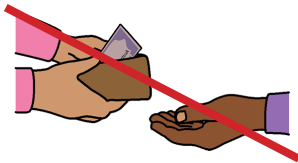


The Australian Financial Complaints Authority

- helps people with complaints about financial services



- is **not** part of our company



- is a free service.



Email

info@afca.org.au



Call

1800 931 678

Or you can fill in a form on the Australian
Financial Complaints Authority website.



Website

afca.org.au



Or you can send them a letter.

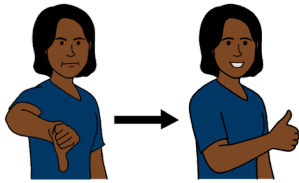
Address

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

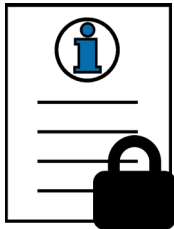
What happens after your complaint is fixed?



We keep all the information about your complaint so we can make a report.



The report helps us know what we can do better next time.



We do **not** share any of your information.

More information



For more information contact us.



Call

13 24 84

Website

citibank.com.au

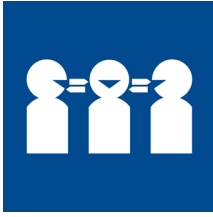


You can read the full information on
our website.

Website

citibank.com.au/our-complaints-process

If you need help with English



Our interpreters can help you with information on our products and services.

We understand that you might want to speak a language that is **not** English.



Our interpreters can speak many different languages.

You can call to get an interpreter to help you.



Call 13 24 84



If you need help to speak or listen

Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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