

BDCU Alliance Bank - Talk to us we're listening brochure

Our handling of your complaint

BDCU Limited is 100% member-owned, with a singular focus on our members as both customer and owner and a strong belief in social responsibility.

We also listen, respond and respect every member's choice, needs and objectives. Our staff can assist with the feedback; they will be objective and proactive in responding to our members in order to achieve fair, reasonable and timely outcomes.

In order for us to have a balanced view of our members' experience with us, we also like to hear when we have exceeded your expectations or you have a suggestion related to the products or services provided by the Group.

Resolving complaints

Our dedicated BDCU Alliance staff are here to listen to you and represent your voice.

They 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.

There are many ways members can provide their feedback to our staff:

- In person - by speaking to a member of our staff
- Telephone – by contacting 02 4860 4000
- Website – by completing our online enquiry form www.bdcualliancebank.com.au/apply-make-a-general-enquiry.html

Member Service Officers

If however a member is not satisfied with the outcome of a complaint, our Member Service Officers are able to assist.

Our dedicated Member Service Officers are here to listen to our members and represent their voice.

Our Member Service Officers will seek to understand our members' expectations and needs by engaging with them. Their learnings from our members' experience will be used to enhance the way we do business in the future.

The Member Service Officers can be contacted by:

- Telephone – by contacting our Member Service Line on 02 4860 4000
- Post/Letter - write to Member Service, PO Box 2215, Bowral, NSW, 2576
- Email - memberservice@bdcualliancebank.com.au to the attention to Customer and Culture Manager

Customer Advocate

The Customer Advocate's role is to review complaints escalated from our members when they are not satisfied with the outcome of the *Group's Internal Dispute Resolution (IDR) process. The Customer Advocate will impartially assess the complaint, keep the member informed of the progress and provide the member with an outcome of the review of their complaint in a timely manner.

The Customer Advocate can be contacted by:

- Telephone – 1300 139 572 (+61 3 5485 7919) between 8:30am and 5:00pm Victorian time, weekdays
- Email customeradvocate@bendigoadelaide.com.au
- Post/Letter – write to Customer Advocate, P.O. Box 480, Bendigo, Vic, 3552

