

For enquiries please call 1300 650 107 (8am - 8pm, Monday to Friday). Lost or stolen cards sevice available 24 hours a day, 7 days a week.

Any statement entries for purchases or cash advances made in a foreign currency show the foreign currency transaction amount converted into Australian dollars by the applicable credit card scheme. Any applicable Westpac Foreign Transaction Fee (described below as "Foreign Transaction Fee") charged is shown as a separate entry.

Card Account Transaction Details

Account Name		Card Number	Credit Limit	Available Credit
Mr S H Staines	46	6443	2,500	2,500.00
Statement From	Statement To	Facility Number		
14 OCT 2022	13 NOV 2022	00060804		

Summary of Changes in Your Account Since Last Statement

V.

From Your Opening	We Deducted Payments and		And We	Added		To Arrive at Your Closing Balance of	Total Past Due / Overlimit balances	Your minimum payment including
3	Other Credits	New purchases	Cash advances		Miscellaneous Transactions	Closing Balance of		past due overlimit is
0.00	0.00	1,414.50	0.00	0.00	1,414.50 -	0.00	0.00	0.00



Important notice regarding Autopay Direct Debit Arrangement- Direct Debit

- * If you have set up a direct debit arrangement for making automatic repayments to your BusinessChoice credit card account, and there have been two failed direct debit transactions (that is, we cannot withdraw the nominated amount from your nominated account) in consecutive months due to insufficient funds in the nominated account, we may, at our sole discretion:
 - 1. Cancel your BusinessChoice Facility Autopay Request Form- Direct Debit Request (New change)
 - Impose a fee or charge (No change- We currently charge a \$15 missed payment fee when payment is not received by statement due date)
 - 3. Charge interest on any unpaid purchases outstanding (No change)

If your Direct Debit Request is cancelled, you must arrange to either set up a new Autopay Request Form- Direct Debit Request or use alternative payment methods so we can process your payment.

Please ensure that there are sufficient funds available in the nominated account to allow direct debit payments to be made in accordance with your BusinessChoice Facility Autopay Request Form- Direct Debit Request.

Please remember any payments made into the Billing account that places the Billing Account into credit or results in a zero balance at the payment due date, your direct debit will still continue to take place. This also applies if you make an additional payment into the Billing Account that is only a partial payment and still leaves a debit balance on the Billing Account, your direct debit arrangement for the month will remain unchanged and continue to take place.

BusinessChoice Everyday Mastercard®								
Date of Transaction	Description			Debits/Credits	Cardholder Comments			
	Purchases							
14 OCT	MAILCHIMP *MISC I	MAILCHIMP.COM	USA	28.52				
	DIRECT MARKETING CONTIN	UITY						
20 OCT	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	MASCOT	AUS	983.57				
	AIRLINES, AIR CARRIERS							
25 OCT		MASCOT	AUS	30.36				
	AIRLINES, AIR CARRIERS			272.05				
26 OCT	NAT COMME CONTRACTOR OF	MASCOT	AUS	372.05				
	AIRLINES, AIR CARRIERS	Sub	Total:	1,414.50				
	Miscellaneous Transactions							
13 NOV	TRANSFER CLOSING BALANC	E TO BILLING	ACCT	1,414.50 -				
LONOV	TIMESTER CHOSTIG BAHAIC.		Total:	1,414.50 -				
		Grand '	Total:	0.00				

I have checked the above details and verify that they are correct.	
Cardholder Signature	Date
Transactions examined and approved.	
Manager/Supervisor Signature	Date 22/12/24



Remember to always keep your passcode secret - don't tell anyone or let them see it. Never write your passcode on your card or on anything that could be lost or stolen. If you do need to record a reminder, you must make every effort to disguise it. You may be liable for losses if you don't protect your passcode.

To help you learn how you can protect your card against unauthorised transactions, you can find more information at westpac.com.au/businessdispute

Important update to your Terms and Conditions

We're updating the Westpac BusinessChoice Cards Terms and Conditions, with effect from 13 December 2022. The update includes additional wording to confirm that a nominated cardholder is authorised to request a replacement card on behalf of the liable party (or parties) where the cardholder's existing card is lost, damaged or stolen, except where the card has been cancelled by the liable party (or parties). Please read these updated Terms and Conditions available at westpac.com.au

Complaints

If you have a complaint, contact our dedicated Customer Solutions team on 132 032 or write to us at Westpac Customer Solutions, Reply Paid 5265, Sydney NSW 2001. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Online: www.afca.org.au Email: info@afca.org.au Phone 1800 931 678

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

Credit Card	Reconci	liation:

xxxx xxxx xxxx 6443

sued to:	Stephen	Staines					Statement Period: October - November 2022
Date	Account / Job #	Income/ Exp Code	Company		mount cl GST	GST amount	Explanation / location of purchase
4/10/2022			Mailchimp	\$	28.52	\$ -	Monthly Subsciption Fee
)/10/2022	70405		Rex Airlines	\$	983.57	\$ 89.42	Airfares for T Jackson - Governance
5/10/2022	70604		Rex Airlines	\$	30.36	\$ 2.76	Amended Airfares Fee for R Wallace - EBA Negotiations
5/10/2022	70604		Rex Airlines	\$	372.05	\$ 33.82	Airfares for R Wallace 0 EBA Negotiations
							1
							ç
							2
			1	FOTAL: \$	1,414.50	\$ 126.00	=
Si	ignature of C		Stephen Staines		Date:		21/11/2022
		ivaille.					
	,	Approved by:			Date:		21/11/20
	,	Approved by:	David Kelly, Chief Executive Officer		Date:		21/11/22

Redacted transactions will be available upon request at Council front counter



For enquiries please call 1300 650 107 (8am - 8pm, Monday to Friday). Lost or stolen cards sevice available 24 hours a day, 7 days a week.

Any atstement entries for purchases or cash advances made in a foreign currency show the foreign currency transaction amount converted into Australian dollars by the applicable credit card scheme. Any applicable Westpac Foreign Transaction Fee') charged is shown as a separate entry.

Card Account Transaction Details

Account Name		Card Number	Credit Limit	Available Credit
Desley Fay Culpin		8751	2,500	2,500.00
Statement From	Statement To	Facility Number		
14 OCT 2022	13 NOV 2022	00060804		

Summary of Changes in Your Account Since Last Statement

15-37 (vil 1788 57.5)	We Deducted Payments and		And W	e Added		To Arrive at Your Closing Balance of	Total Past Due / Overlimit balances	Your minimum payment including past due overlimit is
Delay Co	Other Gredits	New purchases	Cash advances	Fees, Interest & Government Charges	Miscellaneous Transactions			
0.00	0.00	2,342.37	0.00	0.00	2,342.37 -	0.00	0.00	0.00

Electronic Statement



I have checked the above details and verify that they are correct.

Cardholder Signature

W alpin

Date 20.12.22

Transactions examined and approved.

Manager/Supervisor Signature

David Kelly

Date Jan 12, 2023

Remember to always keep your passcode secret - don't tell anyone or let them see it. Never write your passcode on your card or on anything that could be lost or stolen. If you do need to record a reminder, you must make every effort to disguise it. You may be liable for losses if you don't protect your passcode.

To help you learn how you can protect your card against unauthorised transactions, you can find more information at westpac.com.au/businessdispute

Important update to your Terms and Conditions

We're updating the Westpac BusinessChoice Cards Terms and Conditions, with effect from 13 December 2022. The update includes additional wording to confirm that a nominated cardholder is authorised to request a replacement card on behalf of the liable party (or parties) where the cardholder's existing card is lost, damaged or stolen, except where the card has been cancelled by the liable party (or parties). Please read these updated Terms and Conditions available at westpac.com.au

Complaints

If you have a complaint, contact our dedicated Customer Solutions team on 132 032 or write to us at Westpac Customer Solutions, Reply Pald 5265, Sydney NSW 2001. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Online; www.afca.org.au Emall: Info@afca.org.au Phone 1800 931 678

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

Credit Card Reconciliation:

XXXX XXXX XXXX 8751

Issued to:

Desley Culpin

Statement Period:

14 Oct 2022 to 13 Nov 2022

Date	Account / Job #	Income/ Exp Code	Company	Amount incl GST		ST ount	Explanation / location of purchase
17/10/2022	30544		Coober Pedy Fresh (IGA)	\$ 14.99	\$	1.36	Food for Parents meeting re Mini Gems
17/10/2022	30544		CK Confectionaire	\$ 39.99	\$ 2	233.00	Food for Parents meeting re Mini Gems
19/10/2022	79704		Regional Express	\$ 1,058.89	\$	96.26	Flight for CEO travel
21/10/2022	79705		Regional Express	\$ 663.23	\$	60.29	Flight for Administrator Travel
21/10/2022	30508		Twinkl	\$ 16.46	\$	1.45	Monthly subscription for childare educational items
30/10/2022	20644		Johns Pizza Bar	\$ 31.50	\$	2.86	After hours food support re Water Leaks
7/11/2022	30506		The Banner Crew	\$ 155.10	\$	14.10	Uniforms for staff
7/11/2022	10434		Environmenmtal Protection Authority (EPA)	\$ 363.20	\$	-	Lodgement & Assessment Fees re License
						19	
	V						
				 2 242 26	_	400.00	

TOTAL: \$ 2,343.36 \$ 409.32

Signature of Card Holder:

Name: DESLEY CULPIN

Date:

10/1/23

Approved by:

Date:

16/1/23

David Kelly, Chief Executive Officer

Redacted transactions will be available upon request at Council front counter



For enquiries please call 1300 650 107 (8am - 8pm, Monday to Friday). Lost or stolen cards sevice available 24 hours a day, 7 days a week.

Any statement entries for purchases or cash advances made in a foreign currency show the foreign currency transaction amount converted into Australian dollars by the applicable credit card scheme. Any applicable Westpac Foreign Transaction Fee (described below as "Foreign Transaction Fee") charged is shown as a separate entry.

Card Account Transaction Details

Account Name		Card Number	Credit Limit	Available Credit
Mrs Chevahn T Hoad		4628	2,000	2,000.00
Statement From	Statement To	Facility Number		
14 OCT 2022	13 NOV 2022	00060804		

Summary of Changes in Your Account Since Last Statement

From Your Opening Balance of	We Deducted Payments and		And We	Added	v9	To Arrive at Your Closing Balance of	Total Past Due / Overlimit balances	Your minimum payment including
	Other Credits	New purchases	Cash advances		Miscellaneous Transactions	Closing Balance of		past due overlimit is
0.00	0.00	1,888.85	0.00	0.00	1,888.85 -	0.00	0.00	0.00

CSF VPC Page 1 of 3



Important notice regarding Autopay Direct Debit Arrangement- Direct Debit

- * If you have set up a direct debit arrangement for making automatic repayments to your BusinessChoice credit card account, and there have been two failed direct debit transactions (that is, we cannot withdraw the nominated amount from your nominated account) in consecutive months due to insufficient funds in the nominated account, we may, at our sole discretion:
 - 1. Cancel your BusinessChoice Facility Autopay Request Form- Direct Debit Request (New change)
 - Impose a fee or charge (No change- We currently charge a \$15 missed payment fee when payment is not received by statement due date)
 - 3. Charge interest on any unpaid purchases outstanding (No change)

If your Direct Debit Request is cancelled, you must arrange to either set up a new Autopay Request Form- Direct Debit Request or use alternative payment methods so we can process your payment.

Please ensure that there are sufficient funds available in the nominated account to allow direct debit payments to be made in accordance with your BusinessChoice Facility Autopay Request Form- Direct Debit Request.

Please remember any payments made into the Billing account that places the Billing Account into credit or results in a zero balance at the payment due date, your direct debit will still continue to take place. This also applies if you make an additional payment into the Billing Account that is only a partial payment and still leaves a debit balance on the Billing Account, your direct debit arrangement for the month will remain unchanged and continue to take place.

BusinessC	Choice Everyday Mastercard®			-	
Date of Transaction	Description			Debits/Credits	Cardholder Comments
	Purchases				
12 OCT	APPLE.COM/AU Syc	dney	AUS	1,016.85	
14 OCT	SP MASTERSHOP P L HONTELECOMMUNICATIONS EQUIPME	PPERS CROSS ENT	AUS	176.00	
14 OCT	NEWCASE.COM.AU HO: MISCELLANEOUS APPAREL & AG		AUS	47.95	
19 OCT	Intuit Quickbooks Syd	dney	AUS	56.99	
21 OCT	TEAMWORK BL. U. S. DOLLAR 62.50 INC FX FEE AUD \$3.01 BUSINESS SERVICES NOT ELSI	ACKPOOL RET	IRL	103.37	
21 OCT	SPOT 866 U. S. DOLLAR 23.25 INC FX FEE AUD \$1.12 TELECOMMUNICATIONS EQUIPME	66517768 ENT	USA	38.50	
22 OCT	ZOOM.US 888-799-9666 SAI INC FX FEE AUD \$4.15 TELECOMM SERVICE INC. LOCA	N JOSE AL	USA	142.68	
26 OCT	CATCH BEI DISCOUNT STORES	NTLEIGH EAS	AUS	214.92	
27 OCT	POST COOBER PEDY LPO COOPOSTAL SERVICES GOVERNMENT	OBER PEDY T O	AUS	10.00	
03 NOV	SPOT 866 U. S. DOLLAR 43.70 INC FX FEE AUD \$2.05 TELECOMMUNICATIONS EQUIPME		USA	70.59	
07 NOV		ober Pedy	AUS	11.00	

CSF VPC Page 2 of 3



BusinessC	Choice Everyday Mastercard®							
Date of Transaction	Description	Debits/Credits	Cardholder Comments					
	Sub Total:	1,888.85						
13 NOV	Miscellaneous Transactions TRANSFER CLOSING BALANCE TO BILLING ACCT Sub Total: Grand Total:	1,888.85 - 1,888.85 - 0 . 00						

I have checked the above details and verify that they are correct.							
Cardholder Signature	Theraha Hoad	Date	16/1/2023				
Transactions examined and approved.							
Manager/Supervisor Signature	David Kelly (Jan 18, 2023 12:00 GMT+10.5)	Date	Jan 18, 2023				

Remember to always keep your passcode secret - don't tell anyone or let them see it. Never write your passcode on your card or on anything that could be lost or stolen. If you do need to record a reminder, you must make every effort to disguise it. You may be liable for losses if you don't protect your passcode.

To help you learn how you can protect your card against unauthorised transactions, you can find more information at westpac.com.au/businessdispute

Important update to your Terms and Conditions

We're updating the Westpac BusinessChoice Cards Terms and Conditions, with effect from 13 December 2022. The update includes additional wording to confirm that a nominated cardholder is authorised to request a replacement card on behalf of the liable party (or parties) where the cardholder's existing card is lost, damaged or stolen, except where the card has been cancelled by the liable party (or parties). Please read these updated Terms and Conditions available at westpac.com.au

Complaints

If you have a complaint, contact our dedicated Customer Solutions team on 132 032 or write to us at Westpac Customer Solutions, Reply Paid 5265, Sydney NSW 2001. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Online: www.afca.org.au Email: info@afca.org.au Phone 1800 931 678

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

CSF VPC Page 3 of 3

Credit Card Reconciliation:

xxxx xxxx xxxx 4628

Issued to: Chevahn Hoad

Statement Period:

14 October 2022 to 13 November 2022

Date	Account / Job #	Income/ Exp Code	Company	Amount incl GST	GST amount	Explanation / location of purchase
12/10/2022	20424	503	Apple.com	932.90	85.19	Phone for Airport plus cover etc (single transaction \$1016.85)
12/10/2022	20524	503	Apple.com	83.95	1.21	power adaptor and screen protector for iphone for water (single transaction \$1016.85)
14/10/2022	20524	503	SP Mastershop	88.00	8.00	waterproof cases for iphones for water (single trasaction \$176)
14/10/2022	20924	503	SP Mastershop	88.00	8.00	waterproof cases for iphones for electricity (single trasaction \$176)
14/10/2022	20924	503	Newcase.com.au	47.95	4.36	new case for Galaxy A23 for electricity
19/10/2022	80110	502	Intuit Quickbooks Sydney AUS	56.99	4.45	Tsheets online timecards for Kanku-Breakaways staff use
21/10/2022	80110	502	TEAMWORK BLACKPOOL R IRL FRGN AMT: 62.50 U. S.	103.37		Teamwork projects monthly licence for Kanku-Breakaways staff
21/10/2022	80110	502	FOREIGN FEE AUD 3.01 FRGN AMT: 62.50 U.S. DOLL	0.00		Teamwork projects monthly licence for Kanku-Breakaways staff
21/10/2022	80110	502	SPOT FindMeSpot	38.50	0.00	SPOT tracker message fee
21/10/2022	80110	502	FOREIGN FEE AUD 1.12 FRGN AMT: 23.25 U.S. DOLL	0.00		SPOT tracker message fee
22/10/2022	71008	502	ZOOM.US 888-799-9666 SAN JOSE USA	142.68	12.59	ZOOM account for DCCP - 8 users
22/10/2022	71008	502	FOREIGN FEE AUD 4.15	0.00		ZOOM account for DCCP - 8 users
26/10/2022	80110	503	Catch.com.au	214.92	19.54	USB photo tools for use with Kanku-Breakaways devices
27/10/2022	80110	503	Australia Post Coober Pedy	10.00		new phone charging cable for Breakaways samsung phone
3/11/2022	80110	502	SPOT FindMeSpot	70.59	0.00	SPOT tracker message fee
3/11/2022	80110	502	FOREIGN FEE AUD 2.05 FRGN AMT: 43.70 U.S. DOLL	0.00		SPOT tracker message fee
7/11/2022	80172	502	IPY*DC Coober Pedy	11.00	1.00	Test of online permits following reports of errors

TOTAL: \$ 1,888.85 \$ 150.40

Signature of Card Holder:	Cheraha &	Doucl	Date:	18/1/2023
	Chevahn Hoad	-jw4jw4jw4jw4jw4		***************************************

 Approved by:
 UNIN REWY David Kelly (Jan 18, 2023 12:00 GMT+10.5)
 Date:
 Jan 18, 2023

David Kelly, Chief Executive Officer

^{**}Redacted transactions will be available upon request at Council front counter**

Chevahn Hoad CC Reconciliation November 2022

Final Audit Report 2023-01-18

Created: 2023-01-18

By: Chevahn Hoad (choad@cpcouncil.sa.gov.au)

Status: Signed

Transaction ID: CBJCHBCAABAA_I7_pHuoPqTuGcKk6tla46fYPbQ1MuGp

"Chevahn Hoad CC Reconciliation November 2022" History

- Document created by Chevahn Hoad (choad@cpcouncil.sa.gov.au) 2023-01-18 0:25:19 AM GMT- IP address: 206.83.118.228
- Document emailed to dkelly@cpcouncil.sa.gov.au for signature 2023-01-18 0:31:38 AM GMT
- Email viewed by dkelly@cpcouncil.sa.gov.au 2023-01-18 1:29:41 AM GMT- IP address: 27.32,162,122
- Signer dkelly@cpcouncil.sa.gov.au entered name at signing as David Kelly 2023-01-18 1:30:21 AM GMT- IP address: 27.32.162.122
- Document e-signed by David Kelly (dkelly@cpcouncil.sa.gov.au)

 Signature Date: 2023-01-18 1:30:23 AM GMT Time Source: server- IP address: 27.32.162.122
- Agreement completed. 2023-01-18 - 1:30:23 AM GMT

Issued to:					
	Icc	110	·A	ta	٠

Statement Period:

Date	Account / Job #	Income/ Exp Code	Company	Amount incl GST	GST amount		Explanation / location of purchase
13/11/22	70541		Gov Charges	75.00		CARD	FEES
			ŧ.				
				The state of the s			
******				B. A.			
			1	TOTAL: \$ 75. 00 -	\$ -		

Signature of Card Holder: Donna Clements	Date:	2/3/2023
Name: Ja Clement		

Dean Miller, Chief Executive Officer

Approved by:

Date:

^{**}Redacted transactions will be available upon request at Council front counter**



MS DONNA MARIE CLEMENTS DISTRICT COUNCIL OF COOBE 1792 MOMUMENT RD COOBER PEDY SA 5723

For enquiries please call 1300 650 107 (8am - 8pm, Monday to Friday). Lost or stolen cards sevice available 24 hours a day, 7 days a week.

Any statement entries for purchases or cash advances made in a foreign currency show the foreign currency transaction amount converted into Australian dollars by the applicable credit card scheme. Any applicable Westpac Foreign Transaction Fee (described below as "Foreign Transaction Fee") charged is shown as a separate entry.

Card Account Transaction Details

Account Name		Card Number	Oredit Limit	Available Oredit
Ms Donna Marie Clemen	ts	8165	1,000	1,000.00
Statement From 14 OCT 2022	Statement To 13 NOV 2022	Facility Number		

Summary of Changes in Your Account Since Last Statement

From Your Opening Balance of	We Deducted Payments and		And W	e Added		To Arrive at Your Closing Balance of	Total Past Due / Overlimit balances	Your minimum payment including
Data No.	Other Credits	New purchases	Cash advances	Fees, Interest & Government Charges	Miscellaneous Transactions	Oldshig Balance of		past due overlimit is
0.00	0.00	0.00	0.00	75.00	75.00 -	0.00	0.00	0.00

Important notice regarding Autopay Direct Debit Arrangement- Direct Debit

- * If you have set up a direct debit arrangement for making automatic repayments to your BusinessChoice credit card account, and there have been two failed direct debit transactions (that is, we cannot withdraw the nominated amount from your nominated account) in consecutive months due to insufficient funds in the nominated account, we may, at our sole discretion:
 - 1. Cancel your BusinessChoice Facility Autopay Request Form- Direct Debit Request (New change)
 - 2. Impose a fee or charge (No change- We currently charge a \$15 missed payment fee when payment is not received by statement due date)
 - 3. Charge interest on any unpaid purchases outstanding (No change)

If your Direct Debit Request is cancelled, you must arrange to either set up a new Autopay Request Form- Direct Debit Request or use alternative payment methods so we can process your payment.

Please ensure that there are sufficient funds available in the nominated account to allow direct debit payments to be made in accordance with your BusinessChoice Facility Autopay Request Form- Direct Debit Request.

Please remember any payments made into the Billing account that places the Billing Account into credit or results in a zero balance at the payment due date, your direct debit will still continue to take place. This also applies if you make an additional payment into the Billing Account that is only a partial payment and still leaves a debit balance on the Billing Account, your direct debit arrangement for the month will remain unchanged and continue to take place.

BusinessChoice Everyday Mastercard®						
Date of Transaction	Description	Debits/Credits	Cardholder Comments			
	Interest, Fees & Government Charges					
13 NOV	CARD FEE	75.00				
	Sub Total:	75.00				
	Miscellaneous Transactions					
13 NOV	TRANSFER CLOSING BALANCE TO BILLING ACCT	75.00 -				
	Sub Total:	75.00 -				
	Grand Total:	0.00				

have checked the above details and verify that they are correct.	
Cardholder Signature In Clement	Date 02/03/23
Transactions examined and approved.	
Manager/Supervisor Signature	Date 5/3/23

Remember to always keep your passcode secret - don't tell anyone or let them see it. Never write your passcode on your card or on anything that could be lost or stolen. If you do need to record a reminder, you must make every effort to disguise it. You may be liable for losses if you don't protect your passcode.

To help you learn how you can protect your card against unauthorised transactions, you can find more information at westpac.com.au/businessdispute



Important update to your Terms and Conditions

We're updating the Westpac BusinessChoice Cards Terms and Conditions, with effect from 13 December 2022. The update includes additional wording to confirm that a nominated cardholder is authorised to request a replacement card on behalf of the liable party (or parties) where the cardholder's existing card is lost, damaged or stolen, except where the card has been cancelled by the liable party (or parties). Please read these updated Terms and Conditions available at westpac.com.au

Complaints

If you have a complaint, contact our dedicated Customer Solutions team on 132 032 or write to us at Westpac Customer Solutions, Reply Paid 5265, Sydney NSW 2001. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Online: www.afca.org.au Email: info@afca.org.au Phone 1800 931 678

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001