

Telling your customers about AFCA

AFCA members need to ensure their customers are aware that they can bring a complaint to AFCA in accordance with [ASIC Regulatory Guide 165](#).

You should include information about how customers can access AFCA in documents and communications about complaints, such as:

- Financial Services Guides
- Product Disclosure Statements (PDS) and mandatory disclosure documents
- Credit guides
- IDR Final Response letters
- RG 165.92 'delay letters'
- Website information
- General complaints brochures

Guidelines

- Members may use the AFCA name, contact details, and [logo](#) solely for the purposes of advising customers of their right to lodge a complaint with AFCA. Please see our guidelines for logo usage [here](#). The logo should only be used in conjunction with our contact details.
- If a member wishes to use the AFCA name or logo in any other way, AFCA's prior written consent must be obtained by the member.
- Members are requested to refer to us as Australian Financial Complaints Authority in the first instance. Subsequently, referring to us as AFCA is sufficient.
- Members should ensure communications advising customers about AFCA include our free call number: 1800 931 678.

Please note: Members must not use the AFCA name or logo in any way that implies endorsement of any financial firm, their products or financial and other services in general communications, including business cards, letterheads, emails, websites and other promotional material.

[Download the AFCA logo pack](#)

Recommended referring copy

Generally, we recommend including this message (or similar) for customers on your website and disclosure documents:

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.

Website: www.afca.org.au

Telephone: 1800 931 678 (free call)

Email: info@afca.org.au

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

AFCA members must also include this message (or similar) in their IDR final response letters:

Our internal dispute resolution process has finished. If you are not satisfied with our final response, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA):

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.