

How to accept or decline a final response

This is a guide to accepting or declining a financial firm's final response in the portal.

You can view your financial firm's final response to your complaint in the portal.

Once you have read and considered the response, you can let AFCA know if you accept or decline it.

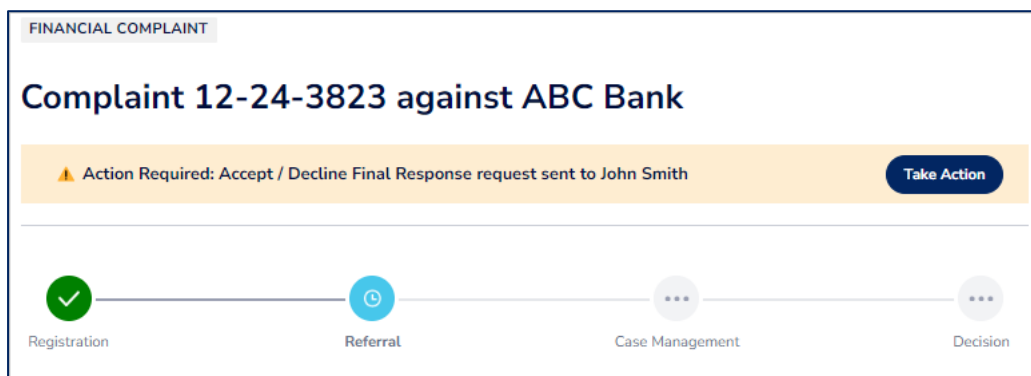
Locating the final response

When a financial firm submits a final response for your complaint, you will be able to see it in the portal. You will be asked to confirm if the financial firm's response resolves your complaint.

You will have 14 days to accept or decline the final response.

Locate the final response by following these steps:

1. Log in to your portal account with your username and password. You will arrive at your Dashboard.
2. Select your complaint from Dashboard. The complaint tile will say **Action Required: Accept / Decline Final Response** request. Click **Take Action**.



3. Scroll down the page to **Request Type**. The financial firm's final response will show in the **Requests on this complaint** section. Click the icon on the right side of the table to take you to the final response:

Requests Raise a New Request

To	Request Type	From	Status	Due Date	
John Smith (Complainant)	Accept / Decline Final Response	AFCA	New Request - Action Required	31/05/2024	
ABC Bank (FF)	Final Response	AFCA	Completed	16/06/2024	

- Click **View** next to the attachment to see the final response. Please make sure you view and respond by the due date shown.

Response due by 31 May 2024

View Accept / Decline Final Response Request

Requestor: **Customer Service** Requested Date: 17/05/2024

Attachments from Financial Firm:

- ABC Bank Final response and offer_mem_170524_095237.docx view

Attachments on this request:

- Confirm Resolution with Complainant to Com_12-24-3827.pdf view

Accepting or declining the financial firm's response

Make sure you have read and considered the financial firm's response before you submit your response. When you are ready to respond, follow the below steps to either accept or decline the response:

- Click **Respond** at the bottom of the page.

If you need help
 If you have any questions about this letter or accessing our portal, you can:

- Call 1800 931 678 and quote the case number
- Send us a message via a general request on the portal

Regards
 Australian Financial Complaints Authority

Respond Raise a request

2. Select your response. If you accept the financial firm's response, we will let the financial firm know and close your complaint. If you decline the financial firm's response, we will progress the complaint to our case management stage.
3. To accept the financial firm's response, click **Accept**. This will close your complaint and we will notify the financial firm:

Please advise if you would like to (Required)

Accept the response the financial firm has provided and close the complaint

4. To decline the financial firm's response, click **Decline**. Provide information on why you are declining the response. Click **Add** to upload supporting documents.

Please advise if you would like to (Required)

Decline the response the financial firm has provided and progress the complaint with AFCA

Please enter why you are declining the Financial Firm's response (Required)

Please provide any relevant documents for your response

Add Documents

File Name	Document Category	Provided by Party	Sensitive	AFCA Only	Created On ↓
There are no records to display.					

Submit Back

5. Click **Submit**. This will notify AFCA about your response.