

How to raise a cancellation request

This is a guide to cancelling your AFCA membership. An existing member can raise a request to cancel their membership at any time, or in response to the annual renewal reminder.

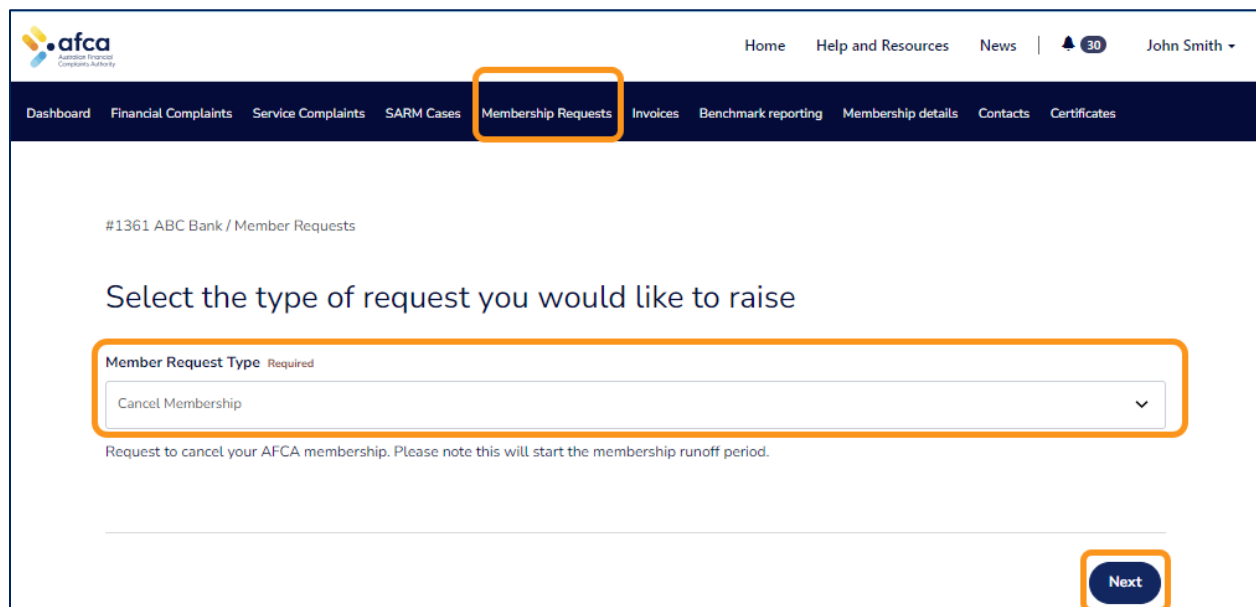
When you initiate a request to cancel your membership, there is a mandatory 12-month notice period you must serve. This is also referred to as a run-off period. AFCA can extend or limit this period under limited circumstances.

Initiating a cancellation request

You can raise a cancellation request in the portal, which will prompt them to enter reasons for cancellation to help us action the request. Alternatively, AFCA can assist members to initiate their cancellation request.

You can raise a cancellation request in the member portal by following these steps. Alternatively, AFCA can assist you to cancel your membership.

1. Click on the **Membership Requests** tab.
2. Select **Cancel Membership** from the drop-down menu and click **Next**.



The screenshot shows the AFCA member portal interface. At the top, there is a navigation bar with the AFCA logo and the text 'afca Australian Financial Complaints Authority'. To the right of the logo are links for 'Home', 'Help and Resources', 'News', a notification bell icon with '30', and the user name 'John Smith'. Below this is a dark blue navigation menu with several tabs: 'Dashboard', 'Financial Complaints', 'Service Complaints', 'SARM Cases', 'Membership Requests' (highlighted with an orange box), 'Invoices', 'Benchmark reporting', 'Membership details', 'Contacts', and 'Certificates'. The main content area shows the breadcrumb '#1361 ABC Bank / Member Requests' and the heading 'Select the type of request you would like to raise'. Below this is a dropdown menu labeled 'Member Request Type' with a 'Required' indicator. The dropdown is open, showing 'Cancel Membership' as the selected option, which is also highlighted with an orange box. Below the dropdown, there is a note: 'Request to cancel your AFCA membership. Please note this will start the membership runoff period.' At the bottom right of the form, there is a blue 'Next' button, also highlighted with an orange box.

3. Fill in all required fields.
4. If ASIC has requested the 12-month run-off period be extended, please tick **Yes** and enter the requested cancellation date by ASIC.
5. Upload any relevant documents.
6. Click **Submit**.

Cancel Membership

Please select the cancellation reason Required

Change of business structure

Please type your message or details of your request here Required

As a condition prior to the withdrawal of membership, all withdrawing members are required to serve a 12-month notice period to act as a run-off cover for clients that maybe effected by prior services provided by your company. Members are also required to finalise any outstanding fees owing on their account, such as any issued renewal invoice which covers this 12-month run-off period.

Has ASIC requested you maintain the AFCA membership for longer than the required 12 months' notice period?

No Yes

Please attach any documents relevant to your request

Add Documents

File Name	Created On ↓
There are no records to display.	

Previous **Submit** Cancel

Once you submit your request, the AFCA membership team will review and action your request.