

How to request urgent review

This is a guide to requesting an urgent review of a complaint. If your matter needs immediate attention, you can contact us on 1800 931 678 for complainants and 1300 56 55 62 for financial firms.

When you request an urgent review, we will assess whether the complaint meets our urgent criteria, or whether there is any other additional assistance we can provide. This may include providing a referral elsewhere.

A financial firm can also lodge an urgent review on behalf of a complainant.

You can ask for a complaint to be reviewed urgently through the portal, or by calling us on 1300 56 55 62 for complainants and 1300 56 55 62 for financial firms.

You will be asked to provide information about how we can help.

We will review any urgent requests in line with our urgent criteria and see how we can tailor the process to suit your needs.

Log in to your portal account

1. Log in to your portal account with your username and password. If you do not already have a portal account, please refer to our guides to [logging in and multi-factor authentication and changing and resetting your portal password and email address](#).
2. Complete the two-factor authentication using the code sent to your email address.

Raising an Additional Assistance Request

1. When you log in to your portal account, you will see your Dashboard.
2. Click into the complaint you wish to raise an Additional Assistance Request for an urgent review on.
3. Click **Raise a new Request** above the Case Request section of the page.
4. Select **Additional Assistance** from the drop-down menu. Click **Next**.

5. In the first drop-down menu, click **Other help needed**.
6. In the free text field, state that your complaint is urgent and you want it to be prioritised. Provide reasons why the complaint is urgent and why it should be prioritised. Some examples of why we may agree to prioritise a complaint are:
 - Lack of access to basic living requirements, such as money, accommodation or transport
 - Domestic or family violence
 - Certain medical conditions or illnesses
7. Upload supporting documents (if any). You may refer to our [guide to uploading and viewing files in the portal](#).
8. Click **Submit**.

Once you have submitted your request, we will review the information provided and contact you as soon as possible. Where it suits you, we will call you to discuss your request and our process.

If we determine that your complaint meets our urgent criteria, we may:

1. Assign a case worker to your complaint, if one is not already assigned.
2. Speak to the financial firm on your behalf to try and coordinate assistance or a quick resolution of the complaint.
3. Prioritise the complaint in our process.

We will also record details of any additional assistance that is needed. Where necessary, we will provide details of any referral services that may be able to help.