How to request removal of a file uploaded in error

This is a guide to requesting AFCA's assistance in removing a document uploaded in error to the portal.

> Files can only be removed from the portal by AFCA staff.
>
> If you upload a file in error or require a file to be removed for another reason, it's important you raise a request for AFCA to remove the file as soon as possible.

Generating a request to remove a file

There may be times where you upload a file in error or notice a mistake within your file after you have uploaded it to the portal.

To remove a file from the Portal, you will need to contact AFCA by raising a **General Request.** When you raise the request, AFCA will remove the file on your behalf and remove access to the file with other parties.

You can request to remove a file by following these steps:

1. Log in to your portal account. If you are having trouble logging into your account, please refer to our guide to changing or resetting your password and email address.

2. Go to the complaint where you uploaded the file by click on the **Complaints** tab at the top of the screen. When you see your complaint, click on it to view details.

3. Click **Raise a new Request** under the **Case Requests** section.
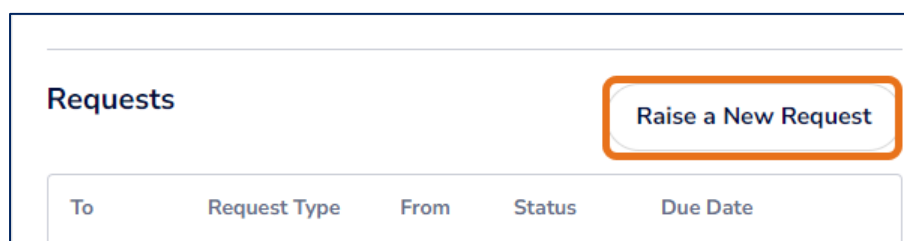
4. Once you click Raise a New Request, select **General Request** from the **Request Type** drop-down menu.

Home / AFCA - Consumer Portal - Case Request Create

Raise a request

Please select one of the below request types you would like to raise. (Required)

General request / message ⌄

Request to send a general message to AFCA or other complaint party

Next

5. In the box provided, enter details of the files you want to remove such as the file name, file type and date and time of upload.

6. Click **Submit request**.

7. AFCA will review the request and proceed to remove the files you uploaded. We may contact you if we have questions or need further clarification from you.

8. Once AFCA has removed a file, it will no longer be visible for all parties including the party the file may have previously been shared with.