How to upload and view files in the portal

This is a guide is to uploading and viewing files such as documents, photos and recordings in the member portal.

> You can provide AFCA with information about your complaint by raising or responding to a request.
>
> You can upload and classify multiple files through the portal.

Please check any information you provide us

AFCA will automatically share information you provide with all complaint parties (unless special circumstances apply). If you only want to share your information with AFCA, please tell us why – refer the 'Mark information to be shared with AFCA only' section in this guide.

You should only provide personal information about those who are relevant to the complaint.

For complainants

To help us protect your privacy, do not provide us with any full credit card numbers or government related identifiers (GRIs). These include:

- Tax file numbers (TFNs)
- Driver's license
- Medicare card numbers

You can redact or remove TFNs and GRIs from relevant documents by blocking them out by hand, or digitally. For credit card numbers, please only show the last four numbers from the 16-digit number.

For financial firms

AFCA does not accept unredacted information relating to TFNs, GRIs and credit card numbers from members unless an exception applies. Please refer to our website for further information about sharing sensitive information.
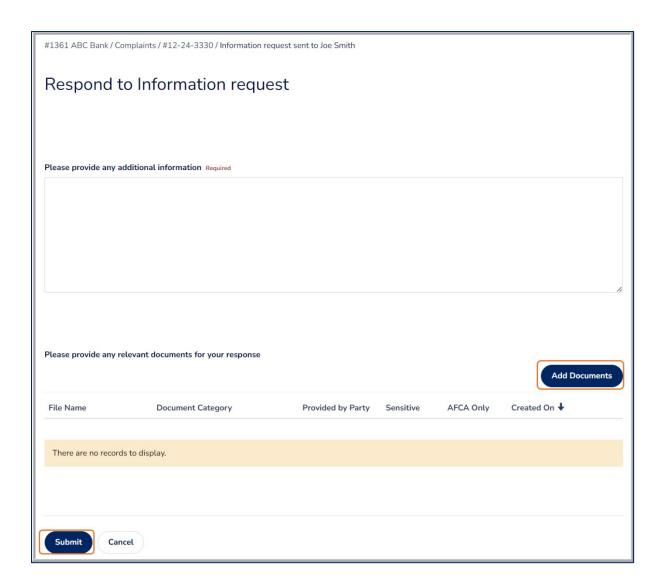
Uploading information to a request raised by AFCA

For complainants

1.   Log in to your portal account.

2.   Click on the **Complaints** tab at the top of the page and click on your complaint. This will bring you into your complaint.

3.   Any outstanding requests will say **Action Required**.

4.   Click **Take Action** to respond.

5.   Fill in the required fields and add any documents using the **Add Documents** button.

6.   Click **Submit.**

#1361 ABC Bank / Complaints / #12-24-3330 / Information request sent to Joe Smith

Respond to Information request

Please provide any additional information 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   Cancel

For financial firms

1. Log in to the member portal.

2. Click on the **Requiring action** tab. This will show you requests raised by AFCA.

3. If an action is required by you, the **Status** column will show as **New request – Action required**.

4. Click on the request to respond.

5. Alternatively, if you click on the complaint itself, any outstanding requests will say **Action Required**.

Upload information by raising a new request to AFCA

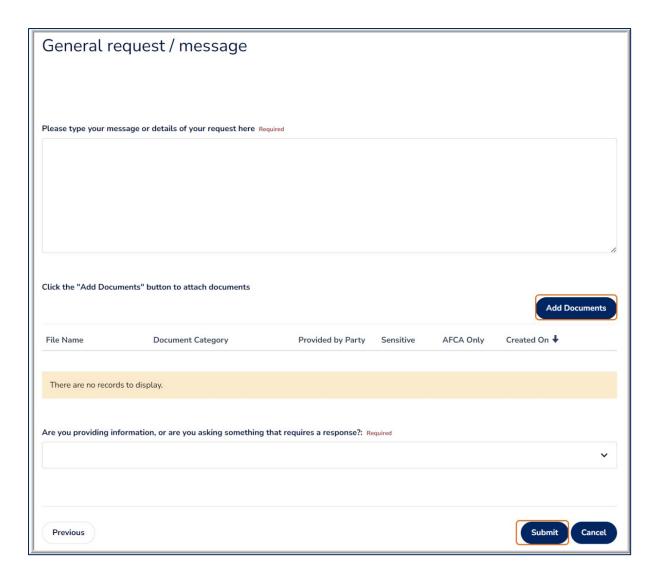You can upload additional information at any time by raising a new request to AFCA.

1.   Click into your complaint.

2.   Click on the **Requests** tab.

3.   Click **Raise a New Request**.

4.   Select **General request / message** unless your request relates to Additional Assistance.

General request / message

Please type your message or details of your request here Required

Click the "Add Documents" button to attach documents

Add Documents

File Name	Document Category	Provided by Party	Sensitive	AFCA Only	Created On ↓

There are no records to display.

Are you providing information, or are you asking something that requires a response?: Required

Previous   **Submit**   Cancel

5.   Fill in the required fields and click **Add Documents** to upload documents.

6.   Click **Submit**.

Marking information as sensitive

Please redact sensitive information when sharing documents with AFCA. Please refer to the section, 'Please check any information you provide us' for more guidance.

You can flag a file as sensitive by following these steps:

1.   Go to the request you are responding to or the new request you are raising, then click **Add Document**.

2.   Click **Sensitive** to inform AFCA you are providing sensitive information.

3.   The **Documents** tab will update to display the files you have uploaded to the complaint.

4.   The information will be shared with **AFCA only**.

Marking information to be shared with AFCA only

Under our Rules, AFCA cannot rely on information that has not been shared with the other party(s) unless there is an exception and AFCA decides that the document should not be exchanged with the other party because special circumstances apply. For more information, please refer to AFCA's Approach to special circumstances.

We may decide that special circumstances apply if, for example:

- The information may harm someone if it is released
- The information may endanger a third party
- The information includes commercially sensitive information
- It is appropriate to delay the release of the information.

When you are uploading information that you believe falls under special circumstances, state this clearly within the message field of your request. Attach the document(s) in question to your request and clearly identify that you do not want those documents shared with the other party.

You can mark a document to be shared with AFCA only by following these steps:

1.   Go to the request you are responding to or the new request you are raising, then click Add Document.

2.   Click AFCA only.

3.   The Documents tab will update to show the files you have uploaded to the complaint.

4.   The information will be shared with AFCA only.

Adding file classifications

When you upload a file to the portal, you will need to classify the file according to the fields below:

Field	Why?	Notes
Document Category	All files should have a relevant file classification.	If you can't find a file classification that is an exact match, pick the closest option. If required, you can add more detail in the Description field.

Field	Why?	Notes
Description	Use this field if there is extra information you would like AFCA to be aware of.	It's important you do not include any sensitive information in the Description field if you intend for the information to be automatically shared. Any inappropriate language in the Description field will be automatically removed by AFCA and we may decide to stop engaging with a party in exceptional circumstances. Please refer to AFCA's Engagement Charter for further information.
Share with	Any information you provide will be automatically shared with the other complaint party, unless you select one of the following options: • AFCA only • Sensitive If you select one of these options, AFCA will review the information and decide if it should be shared with the other party. If you do not want this to happen, please explain why.	Auto-sharing information between parties allows for a quick exchange of information without having to wait for AFCA to pass this information between the parties.

Once you have attached the files you want to upload, select the applicable file classifications, add any relevant comments and click **Submit request.**

Viewing information shared by AFCA or other parties

Information shared by AFCA on a request such as our Initial Case Management Notification letter can be found directly in the request as outlined above, however, there are times we may share information outside of a request. This information will be available in the complaint.

All information can be found in the complaint under the **Case Documents** table for complainants, and **Documents and Files** table for financial firms.

You will also find information shared by the other complaint party here.

To locate the Case Documents or Documents and Files table, follow the below steps:

1. For complainants, click on the **Complaints** tab from the homepage. For financial firms, click on the **Financial Complaints** tab from the homepage.

2. Click on the relevant complaint and scroll down to the bottom of the page.

3. Click **view** to open a file.

Documents				
Search:				
Name	**Shared With**	**Provided By**	**Created On**	**Importance**
AFCA Complaint Lodged_12-24-3330.pdf	COM,FF	AFCA	12/04/2024	view
Death Benefit Referral_12-24-3330.pdf	FF	AFCA	12/04/2024	view