



**Woolworths
Team Bank**

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EXTERNAL DISPUTE RESOLUTION PROVIDER

If you are not satisfied with the response received from us, or you feel that we are taking too long to resolve your concerns, you may refer the matter to our External Dispute Resolution (EDR) provider.

Woolworths Team Bank Limited is a member of the Australian Financial Complaints Authority (AFCA). AFCA is an EDR provider approved by the Australian Securities & Investments Commission (ASIC) in accordance with the Financial Services Reforms Act (FSRA).

The contact details for AFCA are as follows:

Australian Financial Complaints Authority
GPO Box 3
Melbourne Vic 3001

Telephone: 1800 931 678 (Free Call)
Website: www.afca.org.au
Email: info@afca.org.au