



## Customer Complaints Appeals Process

When handling customer complaints and delivering complaint resolutions, we always aim to get the best possible outcome for our Customers.

Despite that, Customers may not always be satisfied with the complaint outcome and seek to appeal the matter.

### **What do I need to do?**

For any customer who wishes to appeal the outcome of their complaint, you can do the following:

1. Lodge a written appeal to Customer Advocate
  - a. This can be done either via letter to our PO Box address or via email at [PNGCallCentre@westpac.com.au](mailto:PNGCallCentre@westpac.com.au)
2. The appeal will be registered by the Customer Advocate, who will collect internal complaint documents for submission to our Legal Team.
3. Our Legal Team will conduct an independent review of the documentation and will provide a response either in favour of the Customer or the Bank.

### **Please take note:**

- Customers also have the right to refer their complaint to Bank of Papua New Guinea (BPNG), if they are not satisfied with the outcome of their complaint.