

We appreciate your feedback

As a client, you deserve the highest level of personal attention.

If you feel that we have not lived up to your expectations in any way, we'd like to know so we can put things right for you.

You can inform us of your concerns or provide feedback through these various ways:

- Call our 24-hour Customer Service hotline at 1800 226 2676 or (65) 6226 2676 if calling from overseas;
- Email us at sg.consumerbank@anz.com; or
- Write to our Service Quality Department at:

Australia and New Zealand Banking Group Limited
One Raffles Place
#32-00, 1 Raffles Place
Singapore 048616
Attention: Service Quality Department

Kindly provide us with full details of your specific concerns so that we can look into the matter as quickly as possible.

Our promise to follow up

We will acknowledge your feedback and/or concerns within 2 business days of receipt. You will receive a status of our investigation within 14 business days. We will also inform you if we need more than 14 business days for our investigation, which may occur in matters that involve a third party.

If you are dissatisfied with the outcome provided by our Customer Service, you may contact our Service Quality Department. It is staffed with officers empowered to objectively review your concerns.

You can do this by:

- Requesting the person you raised your concern with to refer the matter to them, or
- Writing directly to our Service Quality Department at One Raffles Place, #32-00, 1 Raffles Place, Singapore 048616

Financial Industry Dispute Resolution Centre

If you are still dissatisfied with our response, you can approach the Financial Industry Dispute Resolution Centre ("FIDReC") for an independent review of your case. This has to be done within 6 months after you have received our final reply letter. For more information on FIDReC, please visit their website at www.fidrec.com.sg