

Complaints, Compliments & Suggestions

We work hard to deliver the best banking experience possible to our customers. We value your opinion, so if a product or service does not meet your expectations, we want to know about it. When you make a complaint we will:

- try to resolve the matter on the spot - in most situations we can do this;
- keep you up to date on our progress;
- work hard to resolve your matter within 21 days;
- let you know in writing if we require more information or more time to investigate your matter; and
- provide you with a final response within 45 days.

If we are unable to provide a final response to your complaint within 45 days, we will inform you of the reasons for the delay. To help us get the best understanding of your concern, we recommend that you:

- be prepared with any supporting documents or evidence you think will help clarify your concern; and
- be as clear as possible about what has happened.

Customer No.						
Title	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> Dr	<input type="checkbox"/> Other
Surname						
Given Name(s)						

Please let us know the best way to contact you:

Email Mail Phone

If by phone, please nominate a suitable time to contact you

Your contact details:

Address		
Suburb	State	Postcode
Phone (H)	Phone (W)	Phone (M)
Email		

Please provide the details of your complaint, compliment or suggestion:

attach a separate sheet if required

Have you previously brought this to the attention of MyState staff or management? Yes No

If yes, to who and when

Signature	Date
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Return your completed form to us by:

Mail Complaints Officer
MyState
GPO Box 1274
HOBART TAS 7001

Email mycomplaint@mystate.com.au

Fax 03 6215 9783