



BankVic

Complaint form

How to register for online banking

13 63 73

info@bankvic.com.au

Reply Paid 90210, MELBOURNE VIC 8060
GPO Box 2074, MELBOURNE VIC 3001

Visit a branch

Please provide us with as many details as possible as this assists us in investigating your complaint.

Details of Complainant If outside of Australia, please advise.

Member no

Title Ms Miss Mrs Mr Dr
 Other

Surname

Given name/s

Tel. number

Fax number

Email

Preferred method Mail Email Phone

Preferred hours

Details of person acting on behalf of complainant (if applicable)

Surname

Given name/s

Telephone number

Problem encountered

Date of occurrence

Description/Particulars

Attachment/s

If you are providing attachments please list them below or if you wish to provide electronic documents you can email us at carlton@bankvic.com.au

1.

2.

3.

4.

Remedy requested

No Yes

How would you like to see us resolve the complaint?

I acknowledge that I have been informed by BankVic that in accordance with their Privacy Policy the personal information within this form will be used to action my complaint. I acknowledge that although there is no obligation to provide this information, BankVic can not act on this instruction without it. I am also aware that for further information about how BankVic uses, discloses and secures this personal information, I should refer to BankVic's Privacy Policy which is available at bankvic.com.au/privacy and on request.

Signature

Date

Please return to BankVic, Reply Paid 90210 MELBOURNE VIC 8060 and keep a copy for your reference.