



Our Complaints Process

If You Have A Complaint

We are committed to providing You with a superior customer experience. If You are not happy with Our service, Our products, the PassportCard, how We have handled Your personal information or about the settlement of a claim as a result of transactions made using the Card, including disputed transactions, contact Our Customer Support Team directly or through Your financial services adviser so that We can do Our best to resolve Your issue efficiently, quickly and fairly.

If We are unable to resolve Your issue or You are dissatisfied with the response, You can contact the PassportCard Customer Resolution Specialist.

Contact Us

Telephone: 1300 123 413
Email: complaints@PassportCard.com.au

By providing as much information as possible regarding Your complaint We can ensure that We have every opportunity to resolve the matter swiftly.

We will acknowledge receipt of your complaint within 24 hours (on business days). We will endeavour to resolve Your complaint within 30 (thirty) business days of You first telling Us about Your complaint, provided that We have received all of the necessary information from You. We will also be in contact with You, at a minimum, every 10 (ten) business days throughout the complaint process. If we cannot resolve your complaint within (thirty) 30 days, or at any time, you can contact the Australian Financial Complaints Authority by the methods shown below.

Contact the Australian Financial Complaints Authority – External Dispute Resolution

If You are not satisfied with the final response or Your complaint has not been resolved in 30 calendar days or at any time. You may lodge the complaint with the External Dispute Resolution service, Australian Financial Complaints Authority by contacting them on:

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678
Mail: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001

AFCA services are free of charge to access. Any decisions made by AFCA are binding on Us but will not be binding on You. You have the right to seek further independent legal advice at Your own cost.