

# Letter For Batching Confidential

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**From:** "Balford, Joshua" <Confidential>  
**To:** CRCletters <Confidential>  
**Date:** Thu, 15 Feb 2018 16:27:34 +1100

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Ref: JB/COM-Confidential

15 February 2018

Confidential

Dear Confidential

Thanks for getting in touch. It's always helpful to hear what our customers have to say about our products and services, so we appreciate you taking the time to let us know about your experience.

### **My understanding of your concern is**

You are unhappy with the service and misinformation you have received from ANZ Katherine relating to opening an ANZ Access Basic account. You visited ANZ Katherine to open an ANZ Access Basic account and an ANZ Access Advantage account was opened instead. This was later changed to an ANZ Pensioner Advantage account.

### **What we've done about this**

Thank you for the opportunity to investigate this matter and respond to your concerns. We have considered all the information as provided by you and known to ANZ.

Firstly I would like to offer my apologies for the service you have received.

I confirm that the ANZ Access Basic account is a current account and based on the information provided, you would be eligible for this account. Please visit your nearest ANZ Branch with 100pts of identification to open an ANZ Access Basic account.

I have also noted feedback in relation to the misinformation provided by ANZ Katherine. This has been passed along to the manager for further review.

I'm sorry our service has let you down. Please accept our apologies for any inconvenience this has caused you.

### **Any questions?**

We now consider this matter finalised, but if you have any further questions please call us at the Complaint Resolution Centre on 1800 531 701. We're available Monday to Friday, excluding national public holidays, 8am to 7pm AEST/AEDT. If overseas you can call +613 9683 7043 and ask to be transferred to the Complaint Resolution Centre. If calling through the International Operator, ANZ will accept the reverse charge.

### **Other options**

If you are satisfied with the outcome of your complaint, you don't need to do anything further.

If your complaint has not been resolved to your satisfaction, you may request that ANZ's Customer Advocate review your complaint and attempt to reach a resolution that is fair to you and ANZ. The Customer Advocate operates separately from ANZ's businesses and reports to

the Group Executive (Australia). You can contact the Customer Advocate via:

Mail: Customer Advocate, Level 6A, 833 Collins Street, Docklands VIC 3008  
Phone: 03 8654 1000  
Email: [customeradvocate@anz.com](mailto:customeradvocate@anz.com)

Alternatively, you do have the right to raise your concern with the Financial Ombudsman Service (FOS). You may contact FOS via the below details. ANZ's Your Feedback brochure provides details further information about who you may ask to review your concerns – if you need to. In order to meet FOS timeframes, you must refer your complaint to FOS within two years of our response.

Mail: Financial Ombudsman Service Australia, GPO Box 3, Melbourne VIC 3001  
Phone: 1800 367 287  
Email: [info@fos.org.au](mailto:info@fos.org.au)

Should you wish to access this brochure electronically, please visit the link below:

<http://www.anz.com/resources/c/b/cbb85413-7a49-446c-8737-d8445b4340ae/your-feedback-complaints-brochure.pdf?MOD=AJPERES>

Regards

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Joshua Balford  
Complaint Resolution Centre