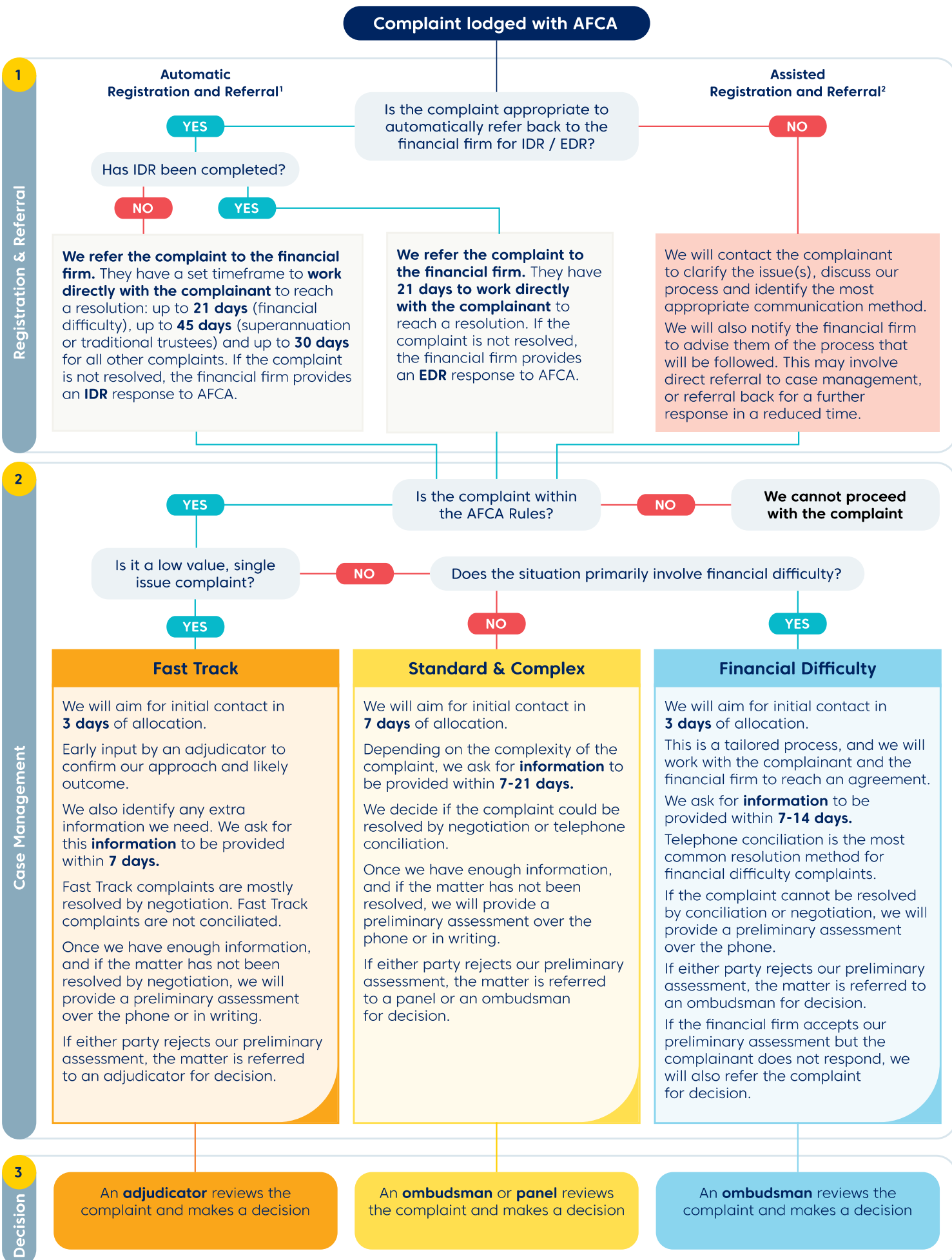


AFCA complaint resolution process

Effective from 27 February 2023



To find out more about current timeframes please visit afca.org.au/delays

¹ Most complaints will progress through the automatic Registration and Referral process.

² Some complaints may not be appropriate to automatically refer back to the financial firm because of the subject matter, urgency or the accessibility needs of the complainant.