



How to give us feedback

Hume Bank



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.



Contact information is at the end of this book.

About this book



This book is from **Hume Bank**.



This book is about how to give us **feedback**.

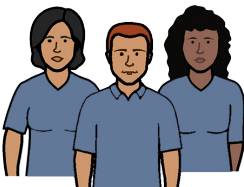
Feedback is when you tell us what you think about



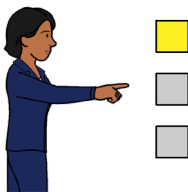
- our products



- our services



- our staff



- a decision we made.

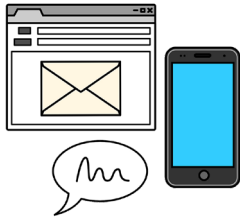


We want to give you the best service.



You can tell us

- if you need help to give us feedback
- how you want us to communicate with you.



Types of feedback

1 You could give us a compliment



A **compliment** is when you tell us what was good about us.



You could tell us why you think it was good.

2 You could make a complaint



A **complaint** is when

- you are **not** happy with us

and



- you tell us what happened.

3 You could give us a suggestion



A **suggestion** is when you tell us your ideas about what we could do better.

How to contact us to give feedback

Visit us



You can go to a Hume Bank branch to talk to us.



You can find a branch that is close to you on our website.

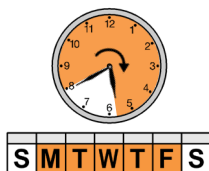


Website www.humebank.com.au/tools-help/get-in-touch

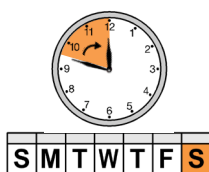


Phone us

Call 1300 004 863



Monday to Friday 8 am to 5:45 pm.



Saturday 9:30 am to 12 pm.

Fill in the form on our website



Website

www.humbank.com.au/complaints

Write us a letter



Send a letter to

Hume Bank Limited

Attention: Customer Advocate

492 Olive Street

Albury NSW 2640



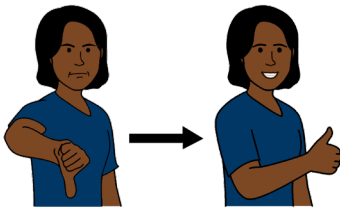
You will need to use a stamp.

What we need to know if you make a complaint



We will ask you

- what your complaint is about
- how you would like us to **resolve** your complaint.

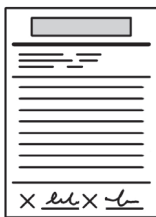


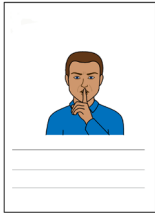
Resolve means we will try to fix what you are **not** happy with.



We may ask you for more information, for example

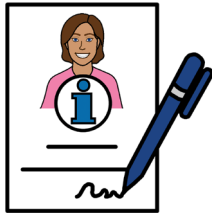
- your name and contact details
- a **reference number**
 - a reference number helps us find your details on our system
- documents that help with your complaint
 - for example, your bank statement.



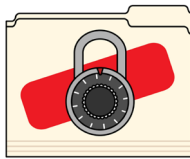


Because we get your information you can read our **privacy policy** to find out how you can

- see what information we have about you



- make sure we have the right information about you.



A privacy policy says how we **must** keep your information safe.

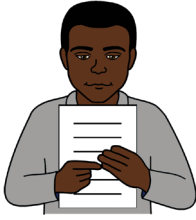
You can find our privacy policy on our website.



Website

www.humebank.com.au/privacy-policy

What happens after you make a complaint

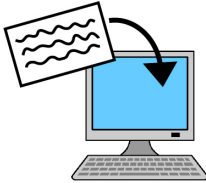


We will try to contact you in 1 work day to say we got your complaint.



We might contact you

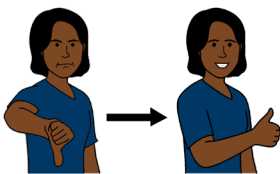
- by phone



- by email.



We will try to understand more about your complaint.



We will tell you

- what we will do to resolve your complaint

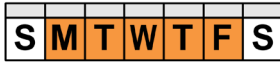


- how long it might take to resolve your complaint



- what is happening over time.

We will also contact you by post or email to say what we did if



- we resolve your complaint after 5 work days

or



- you ask for us to contact you with information.



We will always send information if your complaint is about **hardship**.



Hardship means money problems.



We want how we resolve your complaint to

- be fair for everyone

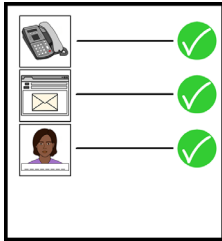


- follow what the law says we **must** do.

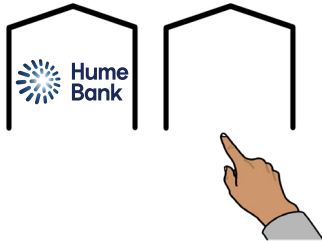
If we need more time to help you



If we need more than 21 work days to help you we will write to you to tell you why.



We will also give you details for another service you can contact.



The other service

- is **not** part of Hume Bank



- can help with your complaint if you are still **not** happy.

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

If we need more than 30 work days we will write to you again.



If you are still not happy with what we say about your complaint

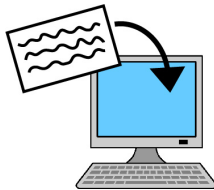
1 You can contact the Australian Financial Complaints Authority

By phone for free in Australia



Call 1800 931 678

By email



Email info@afca.org.au

Online



Website www.afca.org.au



By post

Send a letter to

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001



You will need to use a stamp.

2 You can contact the Office of the Australian Information Commissioner

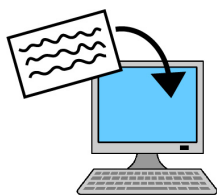
If you are **not** happy with how we used
your information.

By phone for free in Australia



Call 1300 363 992

By email



Email enquiries@oaic.gov.au

Online



Website www.oaic.gov.au

By post



Send a letter to

Office of the Australian
Information Commissioner
GPO Box 5218
Sydney NSW 2001



You will need to use a stamp.

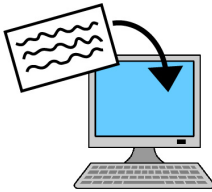


More information

For more information contact Hume Bank.



Call 1300 004 863



Email hume@humbank.com.au

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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