

# Enquiries & complaints

## For smartMonday PENSION members

At smartMonday we take your enquiries and complaints seriously and will always do our best to make things right, and learn from your feedback so we can improve our process for next time. To help us achieve that goal we've set up a formal procedure to ensure your matter is handled fairly and also as quickly as possible.

### Call us

As a first step we always recommend calling our Enquiries Officer (P. 1300 112 403).

### Write to us

If they're unable to resolve the matter immediately we'll ask you to write to the 'Enquiries Officer'.

**E.** [one@smartMonday.com.au](mailto:one@smartMonday.com.au)

**M.** PO Box 1282

Albury, NSW 2640

### Let us put it right

The length of time required to resolve your enquiry or complaint depends on the nature and complexity of the matter, and the extent of the enquiries needed to resolve it.

By law, we're required to respond to your enquiry or complaint within 90 days. We'll certainly be in touch within the 90 days, but resolving an enquiry or complaint may take longer than that. We'll keep you informed of progress along the way.

### Still not happy?

If you're not satisfied with our handling of your complaint, or a response is not provided within 90 days, you may be able to refer the matter to:

Australian Financial Complaints Authority (AFCA)

**M.** GPO Box 3, Melbourne VIC 3001

**P.** 1800 931 678

**E.** [info@afca.org.au](mailto:info@afca.org.au)

**W.** [www.afca.org.au](http://www.afca.org.au)

AFCA is a service authorised by the Government that provides fair and independent financial services complaint resolution. It is free to use. Time limits may apply to make a complaint with AFCA so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.