



Important information regarding the Multi Currency Accounts and Foreign Exchange Contracts Product Disclosure Statement

From 5 October 2021, in line with the Banking Code of Practice and the Australian Investments and Securities Commission (ASIC) Regulatory Guide 271 on internal dispute resolution, the timeframe in which we will aim to resolve new customer complaints is reduced from 45 days to 30 days.

The role of our Customer Advocate has changed. Our Customer Advocate is available to promote fair customer outcomes and advise and guide complaints teams on how best to resolve a complaint and recommend changes to our bank policies, procedures and processes.

