



INFORMATION DOCUMENT

V1.0

Dispute Resolution

We offer an internal dispute resolution process
that is readily accessible and free of charge.

Effective Date

01 June 2026



We want to hear from you.

We're committed to ensuring we meet your expectations and value any feedback you have about our performance. Let us know how we went at move.bank/tools-resources/feedback or call us on 1300 362 216.



How do I make a complaint?

In most situations your complaint can be resolved by talking to us about it.

You can do this by:

- Calling us on 1300 362 216
- Emailing us at info@move.bank
- Writing to us at GPO Box 648, Brisbane QLD 4000

If your complaint can not be resolved in the first instance, it will be escalated to a Team Leader or Manager who'll aim to resolve the matter by the next business day. If you feel as though we have not been able to resolve your complaint, you can ask for the matter to be referred to our Internal Dispute Resolution Officer (IDRO).

How long will it take?

If your complaint is escalated to a Team Leader or Manager, we'll advise you if we're unable to resolve your complaint by the next business day.

If we have not satisfied your concern or complaint, you can escalate it to our Internal Dispute Resolution Officer (IDRO). Our IDRO will provide you with a final response within 45 days of your original complaint, unless you agree to an extension of time. If this happens, we'll let you know in writing.

How will you notify me of the outcome?

We'll call or write to notify you of the outcome. If the outcome is not in your favour, we'll let you know:

- the reasons for the decision
- the evidence we relied on in reaching our decision
- the consequences of the decision for you
- what further action you can take.

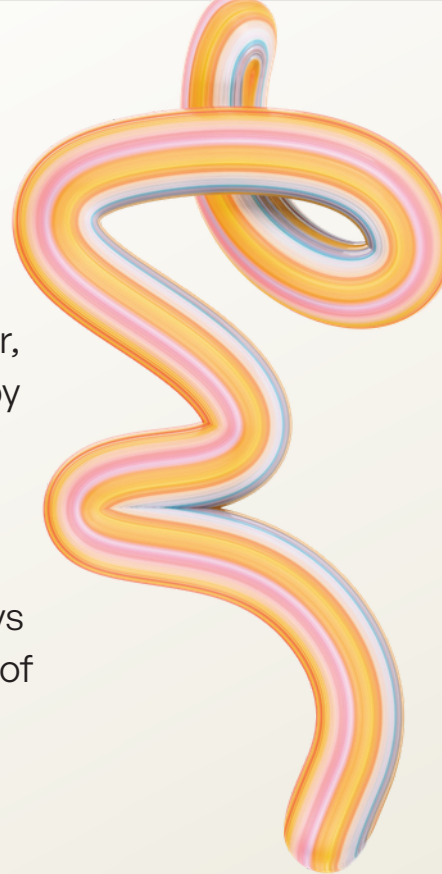
How will you notify me of the outcome?

MoveBank is a member of the Australian Financial Complaints Authority (AFCA). AFCA provides a free, external and impartial process for resolving disputes between financial institutions and their customers.

If you're not satisfied with the final outcome of your complaint, or if we fail to resolve your complaint within 45 days, you may pursue the matter further with AFCA.

You can submit a complaint to AFCA:

- Online: www.afca.org.au
- By mail: Australian Financial Complaints Authority Limited, GPO Box 3, Melbourne, VIC 3001
- Phone: 1800 931 678



Other things you should know

You don't have to lodge a dispute using our internal dispute resolution process. If you choose to use our internal dispute resolution process, you may commence legal proceedings against us before, after or at the same time as using our internal dispute resolution process.

Our participation in the internal dispute resolution process is not a waiver of any rights we may have under the law, or under any contract between us and yourself.





Member Contact Centre

T. 1300 362 216

W. move.bank **E.** info@move.bank

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