

Complaint handling principles

The below principles apply to State Bank of India Australia (**SBIA**) and its employees. When responding to customers complaints in Australia, our employees and SBIA will at all times adhere to:

1. SBIA does not charge any amount to make a complaint.
2. We listen to your feedback and take the time to understand your grievances and concerns.
3. We act honestly, consistently and will always be fair while handling all its complaints.
4. We empower our employees to act with authority and integrity when investigating and resolving complaints.
5. We will keep you updated on the progress of your complaint, use plain English and consider any communication or accessibility assistance they may need.
6. We consider your personal circumstances with sensitivity and respect, particularly if you are experiencing vulnerability and provide appropriate support.
7. We investigate complaints thoroughly and without unnecessary delays.
8. We will make a genuine attempt to resolve complaints and provide financial compensation where it is the right thing to do.
9. We will co-operate with external dispute resolution bodies.
10. We learn from the complaints we receive and escalate issues which could impact other customers.
11. We endeavour to avoid legal proceedings by using alternative dispute resolution processes whenever possible.

What happens after you've made your complaint?

1. We'll acknowledge your complaint. Most complaints can be resolved on the spot or within a day. We may need to get the right person (such as AVPs/VPs of products offered by SBIA) or other banks in case of remittance payments to look into it. If this is the case, we'll let you know we've received your complaint (generally by the next business day), give you a reference number, and let you know the name and contact details of the person who is handling it as soon as we can.
2. We'll assess the information you give us, investigate the issues and work with you to find a fair solution.
3. We'll aim to provide a final response to your complaint as quickly as we can. If we're unable to do this within 30 days, we'll tell you the reason for the delay, give you a date you can expect to hear an outcome and continue to update you on our progress. If your complaint relates to electronic payments (online payments and BPAY) we'll aim to respond within 21 days. If we're unable to respond in time, we'll let you know the reason.

If you're unhappy with our final response or your complaint handling process:

If you're not satisfied with the outcome of your complaint, you can lodge a dispute with the Australian Financial Complaints Authority (AFCA). They provide a fair and independent, free complaint resolution service:

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Address: GPO Box 3, Melbourne, VIC, 3001