

Complaints

If you have any complaints about our service, you may contact our complaints officer on complaints@firstratafinance.com.au or 1800 59 59 00.

We will acknowledge your complaint within 24 hours and aim to resolve the complaint quickly and fairly. We will provide you with a decision on your complaint within 10 business days.

Firstrata is a member of the Australian Financial Complaints Authority (AFCA). If the complaint is not resolved to your satisfaction within 45 days, then you may lodge a complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. You may make a complaint to the AFCA by phone on 1800 931 678, by email at info@afca.org.au, online at www.afca.org.au or in writing to GPO Box 3, Melbourne VIC 300.