

## Feedback Guide 意見回饋指南

<i>ENGLISH</i>	<i>CHINESE (CANTONESE)</i>
Here for you	為您提供
Feedback Guide	意見回饋指南
October 2021	2021年10月
<b>What is a complaint?</b>	<b>什麼是投訴？</b>
A complaint is an expression of dissatisfaction conveyed about a product, advice or service offered or provided.	投訴是對所提供的產品、諮詢或服務表示不滿意的一種表達。
<b>Making a complaint</b>	<b>提出投訴</b>
This brochure guides you in how to raise a complaint, how it will be resolved and what to do if you're still not satisfied.	本手冊引導您如何提出投訴，如何解決投訴的問題，以及如果仍然不滿意應該怎麼辦。
<b>Compliments and complaints</b>	<b>稱贊與投訴</b>
At Newcastle Permanent Building Society (NPBS) we strive to provide excellent customer support and service. Our team is highly motivated and we love to hear your feedback. If you've had a great experience and would like to share it, please let us know so we can pass it on.	在紐卡斯爾永久建築協會 (NPBS) 銀行，我們會努力提供優質的客戶支援和服務。我們的團隊具有很高的能動性，我們喜歡聽取您的意見。如果您對自己的體驗非常滿意，也願意將您的經歷分享給大家，請告知我們，以便我們與大家分享您的感受。
If you are unhappy with a product or service, or if we do not meet your expectations, we want to know. Concerns or complaints raised provide NPBS with information to enable us to improve on our commitment to our customers and the community.	如果您對產品或服務感到不滿意，或者我們沒有達到您的期望，也請告訴我們。所提出的關切或投訴都可以為我們NPBS銀行提供資訊，便於我們改善對客戶和社區所作出的承諾。
<b>How to contact us</b>	<b>如何聯絡我們</b>

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You can contact us to raise your complaint or concern using any of the following methods:

您可以通過以下任意一種方式與我們聯繫，提出投訴或擔憂：

Internet Banking/mobile app: log in and send us a secure message

網上銀行/手機應用：登錄然後給我們發送安全短訊

Phone: 13 19 87 Open 8am – 6pm Monday to Friday, 9am – 2pm Saturday From overseas: +61 2 4907 6501

電話：13 19 87 營業時間星期一至星期五，上午8時 – 下午6時，星期六，上午9時 – 下午2時，海外：+61 2 4907 6501

Post: PO Box 5001 HRMC NSW 2310

郵寄地址：PO Box 5001 HRMC NSW 2310

In person: to locate your nearest branch visit [newcastlepermanent.com.au/locate-us](http://newcastlepermanent.com.au/locate-us) or call 13 19 87.

親自前往：請上網查詢就近分行地址 [newcastlepermanent.com.au/locate-us](http://newcastlepermanent.com.au/locate-us) 或打電話 13 19 87。

Email: [feedback@newcastlepermanent.com.au](mailto:feedback@newcastlepermanent.com.au)

電郵：[feedback@newcastlepermanent.com.au](mailto:feedback@newcastlepermanent.com.au)

Or visit the website: [newcastlepermanent.com.au/contact-us](http://newcastlepermanent.com.au/contact-us)

或瀏覽我們的網站：[newcastlepermanent.com.au/contact-us](http://newcastlepermanent.com.au/contact-us)

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Making a complaint – what information will help us?

提出投訴 – 哪些資訊對我們會有幫助？

Please provide your address, phone number and email address so that we can easily contact you

請提供您的地址、電話號碼和電子郵箱地址，以便我們與您聯繫。

Please provide any relevant documents and other supporting information

請提供所有相關文件和其他支持資訊

Let us know how you would like your complaint resolved

請告訴我們，您希望如何解決投訴

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Would you like additional assistance to make your complaint?

您是否需要額外的幫助來進行投訴？

NPBS is dedicated to providing any help you may need with lodging and managing your complaint.

NPBS 會盡力幫助您提出投訴並管理投訴。

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Examples may include:

舉例如下：

Assistance completing forms

協助填寫表格

If you do not speak English you can call us and ask for an interpreter

如果您不會講英語，也可以給我們打電話，要求安排口譯員

The National Relay Service for customers who are deaf or find it hard hearing

為失聰或覺得聽力有困難的客戶提供全國傳遞服務 (National Relay Service)

AUSLAN instruction services are available on our website

啞語手勢服務可以從我們的網站上獲得

Working with anyone you appoint to help you manage your complaint, such as a friend, family member or legal representative – we can talk to them where we have your authority to do so

與您所指定的任何可以協助您處理投訴的人士合作，例如朋友、家庭成員或法律代表，只要我們獲得您的授權，便可以直接與他們交談

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How long does it take?

需要多長時間？

We aim to resolve complaints on the spot wherever we can. If we can't, we will aim to acknowledge receipt of your complaint within one business day.

在可能的情況下，我們的目標是當場解決問題。如果我們做不到，就會在一個工作日內確認收到您的投訴

In most cases, we aim to resolve complaints within seven days. In the event it takes us longer than seven days to resolve or investigate your complaint, we will ensure that you're regularly updated.

在大多数情況下，我們的目標是在七天內解決投訴。如果我們需要超過七天的時間來解決或調查您的投訴，我們會確保定期向您提供最新情況。

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When you make a complaint to us we will:

當您向我們提出投訴時，我們會：

Acknowledge your complaint

確認收到投訴

Investigate, considering all relevant information

進行調查，考慮所有相關信息

Aim to find a fair resolution

力求找到公平的解決方案

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Keep you informed of our progress, and advise you if there will be a delay	随时向您通报我们的进展情况，並在出现延误时及時通知
Keep your information confidential	对有關您的資料予以保密
Respond to your complaint, either in writing or verbally	以书面或口头方式回应您的投诉
Advise you what to do if you are not satisfied with our response	如果您对我们所作出的答复不满意，我們也會告訴您下一步做什麼
Not charge a fee for making a complaint	对處理投诉不收取任何费用

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What if I'm not satisfied?

如果我不滿意怎麼辦？

If you are unhappy with our response, you can ask for your complaint to be reviewed by our Dispute Review Committee ('the Committee'). This is a free service. Once all relevant information has been received the Committee will consider the complaint within 30 days.

如果您對我們的答復不滿意，可以要求我們的爭議審查委員會 (Dispute Review Committee) 對您的投訴進行審查。這項服務完全免費。在收到所有相關資料之後，委員會將在30天內對投訴予以審核。

If we are unable to provide a final response within 30 days, we will advise you of the reasons for the delay, the potential next steps, and provide you with AFCA's contact details.

如果我們無法在30天內做出最終決定，會告訴您造成延誤的原因是什麼，以及下一步可能採取的步驟是什麼，並向您提供 AFCA 機構的聯繫方式。

If you wish to have your complaint reviewed by the Committee, please just let us know.

如果您希望由委員會來對您的投訴進行審核，請告訴我們。

Post: Dispute Review Committee,  
Newcastle Permanent Building Society  
Limited PO Box 5001, HRMC NSW 2310

郵寄地址：Dispute Review Committee,  
Newcastle Permanent Building Society  
Limited PO Box 5001, HRMC NSW 2310

Email: Subject: Dispute Review Committee  
[feedback@newcastlepermanent.com.au](mailto:feedback@newcastlepermanent.com.au)

電子郵件：  
[feedback@newcastlepermanent.com.au](mailto:feedback@newcastlepermanent.com.au)  
請在主題欄寫：Dispute Review Committee  
(爭議審核委員會)

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If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

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

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

Phone: 1800 931 678 (free call)

Post: Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001

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Need this guide in another language?

To support our customers this brochure is available in a range of different languages

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如果问题没有得到满意的解决，您可以向澳大利亚金融投诉局 (AFCA) 提出投诉。

AFCA會提供公平和独立的金融服务投诉解决方案，並且其服務对消费者是免费的。

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

電子郵件：[info@afca.org.au](mailto:info@afca.org.au)

電話：1800 931 678 (免費電話)

郵寄地址：Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001

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您需要這份指南的其它語言版本嗎？

為幫助客戶，這份小冊子有多種語言的版本

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