

Complaints

Important information about making a complaint

If you're unhappy with the service provided by Beam or how Beam operates, let us know by making a complaint. Through this process we'll work hard to try and resolve your concerns as quickly as possible.

Internal dispute resolution

You can contact us to discuss your concerns in the following ways:

- 1800 572 154
- complaints@beamconnect.com.au
- Beam Complaints
GPO Box 2924
Brisbane QLD 4001

Access to the internal dispute resolution procedure is provided at no additional cost to you. We'll do everything within our power to resolve the issue as quickly as possible. If we've not resolved your complaint within 30 calendar days, we'll write to you about the progress of your complaint.

Escalating your complaint

If you're not happy with Beam's final response to your complaint, or Beam has not provided a final response within 30 calendar days, you may escalate your complaint to an external dispute resolution scheme free of charge.

There are two different external dispute resolution schemes you may be able to escalate your complaint to depending on your complaint:

- the Australian Financial Complaints Authority
- Office of the Australian Information Commissioner.

Australian Financial Complaints Authority

The Australian Financial Complaints Authority (AFCA) provides fair and independent financial services complaint resolution at no additional cost to consumers.

It's important to know that the scope of matters AFCA can deal with is limited by legislation and there may be some matters they cannot deal with. AFCA will advise you if they're able to deal with your complaint, and if so, what information is required.

If you lodge your complaint directly with AFCA before you've raised it with Beam, AFCA will generally refer your complaint to Beam to consider the matter within timeframes specified by AFCA. Please note that the scope of matters AFCA can deal with has some limitations. It's possible that AFCA cannot deal with your matter.

AFCA will advise you if they can deal with your complaint, and if so, what information you need to supply. Access to AFCA is free of charge.

AFCA's contact details are as follows:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
afca.org.au
info@afca.org.au
1800 931 678

Office of the Australian Information Commissioner

If your complaint relates to the privacy of your personal information or if you believe we've not managed your personal information as set out in our Privacy Policy or have otherwise not complied with our obligations under the Privacy Act, you can contact the Office of the Australian Information Commissioner (OAIC).

Contact details

Director of Privacy Case Management
Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
enquiries@oaic.gov.au
1300 363 992