Submit a Complaint Online

May 2026

1. Log into your online banking profile
2. From the Main Menu, select Self-service and support.
3. Select Support and Feedback.
4. Select Make a complaint.
5. A 'Create Request' screen will appear, next to Account, choose the account the complaint relates to.
6. A Secure message window will open.
7. In the "My Message is About" dropdown, select "Complaint"
8. Enter the details of your complaint
9. Check the box if you want your complaint to be treated as confidential
10. Upload any supporting documents
11. Activate alerts to receive updates (optional)
12. Click "Next" to review and submit
13. Check the information
14. Click "Go back" to the prior screen to make changes.
15. Click Submit to send your complaint
16. You will receive an acknowledgement confirming your submission.