

Disputes and Complaints

Openpay's complaints process

Openpay's customers are at the heart of its business and we are committed to providing you with the highest quality of service that we can.

If you're not happy with our service, let us know so we can put things right.

How to contact us to make a complaint

Please send us your Openpay account details, a description of your complaint, how you think we can resolve it and any other relevant information.

In writing: The Complaints Officer
Level 9, 469 La Trobe Street,
Melbourne, Victoria 3000

By e-mail: info@openpay.com.au

By telephone: 1300 168 359
between 9am – 5pm AEST

How long will it take?

We'll try our best to resolve your complaint as quickly as possible. We may ask for additional information or documentation from you to assist in resolving your complaint.

If we can't respond within a reasonable time, we'll contact you to explain the delay and give you an indication of when to expect our response. If you're unhappy with the progress or handling of your complaint, you can refer it to the Australian Financial Complaints Authority (AFCA).

Where to go if you're still not happy?

If you're unhappy with our final response, you may contact the Australian Financial Complaints Authority (AFCA) at:

Website: www.afca.org.au

E-mail: info@afca.org.au

Telephone: 1800 931 678 (free call)

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

AFCA is an external dispute resolution scheme that can review your complaint against Openpay if it falls within AFCA's Rules.

Some questions you might have

Is there a time limit on making complaints?

For some types of complaints time limits do apply so the sooner you inform us of a problem, the easier it will be for us to resolve.

Is there a cost involved in making a complaint?

No. Our complaint resolution procedure assistance is provided free of charge.

Will the information I provide be kept confidential?

Yes. It is protected by the same confidentiality and privacy standards that protect your personal information provided to and held by us.

Can someone else make a complaint on my behalf?

Yes. However, you will need to provide us with your written confirmation, along with a certified proof of ID, that you have authorised another person to lodge the complaint and/or to negotiate a resolution on your behalf.