

How to create a jurisdiction review request

This is a guide to raising a jurisdiction review request in the member portal. You can use this request to raise potential jurisdiction issues to AFCA. AFCA will review and respond to your request directly through the portal.

You can raise a jurisdictional objection directly through your member portal account.

You will be prompted to provide information about what rule you are disputing and why.

Raising the request in our Referral stage will end the referral period so make sure you want to submit the request.

Raising a Jurisdiction Review request

1. Log in to the member portal.
2. Click on the **Financial Complaints** tab. Select the complaint you want to raise the jurisdiction review for. You can also search for the complaint by case number or apply one or more filters.
3. Click **Raise a new request**.
4. Select **Jurisdiction Review** as the request type and click **Next**.

#1393 ABC Bank / Complaints / #12-24-2065

Raise a request

Please select one of the below request types you would like to raise. Required

Jurisdiction Review ▼

Request AFCA's review if you think the complaint, or part of the complaint, is outside AFCA's Rules. If the complaint is in Referral, this will end the referral period.

Next

5. Click **Add Rule for Review** to select the rule you think the complaint is excluded under. Use the search feature to see a list of each rule you can select from. Please note, you can only select one rule at a time from this list.

Lookup records

Search

- A.4.1 complainant Not Eligible – General
- A.4.2 FF not a current member
- B.1 Not eligible to submit Superannuation complaint
- B.2.1 No relationship giving rise to the complaint - general
- B.2.1(a) Financial service not provided
- B.2.1(f) Uninsured MV criteria not met
- B.3 Insufficient connection with Australia – general
- B.4.1.1 Outside Superannuation TPD Time Limit

< 1 2 3 4 5 >

Select Cancel Remove value

6. Click **Select**, then click **Submit** to add the rule for review.
7. If you think AFCA should consider more than one rule, please repeat the steps above.
8. In the next section, enter a message you would like AFCA to see as part of your request. It is important you provide as much information as possible to help us make our assessment.
9. Click **Add documents** to upload your supporting documents.

Jurisdiction Review request

Please select the Rule(s) you would like AFCA to review

Add Rule for Review

Rule(s) ↑

A.4.2 FF not a current member



B.2.1(a) Financial service not provided



Please type your message or details of your request here Required

Dear AFCA,

Please review our attachment where we have requested a jurisdiction review. We believe the complaint is outside the rules and should be excluded.

Kind regards,
ABC Bank

Click the "Add Documents" button to attach documents

Add Documents

10. Click **Submit request**.

When AFCA receives the request, please be aware of the following:

1. Raising this request in our Referral stage will end the IDR referral period.
2. The case worker will review and decide whether the complaint is outside the Rules.
3. If the case worker requires more information, they will raise a further request in the portal.
4. You can respond by uploading the required information in the portal.
5. AFCA will respond to the jurisdiction review request and you will see the outcome in your portal.