
VACC responds on the Government's final report to the Review of the Australian Financial Complaints Authority (AFCA)

Dear Member

The 2021 Review of the Australian Financial Complaints Authority (AFCA) was undertaken by the Government in response to a statutory requirement, which saw the Government receive 167 submissions. The review provided an opportunity for feedback on the operation of AFCA since its establishment in November 2018, and to consider whether further enhancements should be made to ensure the external dispute resolution (EDR) scheme is appropriately calibrated and operating effectively.

Please follow the link [HERE](#) to read how VACC responds on the Government's final report to the Review of AFCA.

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