



Stephen Cooke <stephencooke.c@gmail.com>

Urgent Complaint: Unlawful Restriction of Online Banking Access

1 message

Stephen Cooke <stephencooke.c@gmail.com>

Mon, Jun 30, 2025 at 2:21 PM

To: customeradvocate@westpac.com.au

Dear Westpac Customer Advocate,

I am writing to formally lodge a complaint regarding an urgent and critical matter. My Westpac online banking access has been unlawfully restricted, and despite multiple attempts, I have been unable to reach support via phone from my current location.

I require immediate assistance restoring access to my account. Please treat this matter with urgency and contact me at your earliest convenience. I am currently located overseas, and the inability to access my account is causing significant disruption and hardship.

Screenshots of the error encountered during login are available for your reference. Please advise how I can resolve this without needing to call, as I am presently unable to reach your Australian support lines.

If I do not receive a satisfactory resolution within a reasonable timeframe, I will be left with no choice but to escalate this matter further, including lodging a formal complaint with the Australian Financial Complaints Authority (AFCA) and exploring coverage through media channels. I trust this will not be necessary.

Thank you for your prompt attention to this matter.

Kind regards,

Stephen Cooke

Customer ID: 30502393

Email: stephencooke.c@gmail.com

Phone: +61412846712

2 attachments**2_2025-06-30_14-01.png**
152K**1_2025-06-30_14-01.png**
296K