

Recently I had an issue where AGL offered a deal to me over the phone, I requested what was discussed with the offer be sent to my email address, I was promised that after the over the phone signup I would receive a copy that same day straight after the signup.

It didn't come nor was sent, I wait another two days Being a Friday when the signup happened, when contacting AGL again to send a copy, I was promised again, also didn't happen, ringing them 3rd time asking again for a copy via email I was told they cannot nor could send an email to me, at that point I requested to cancel the deal, I was passed over to another person whom supposedly canceled the deal giving me a reference number.

I thought that was the end of it but received emails from AGL welcoming me as their customer.

A frustrating issue on their website no email contact could be sent other than by a portal, this is unacceptable, it leaves me with no proof nor paper trail as an email client application allows, this is dishonest, I believe purposely set up to avoid transparency.

Feeling harassed in a vulnerable situation, I did report the incident to the ombudsman, I was told that ipart set the standards & to report the incident, Help fix this.