

## FAQ

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Q: I submitted my details via the website last week but have not been contacted yet for training, is there a problem with my application?

A: Can you please check the following before contacting your AFG BDM

- Did you receive an email summarising the information that was submitted via the website?
- Did you reply to the above mentioned email?
- Did you receive a second email stating that AFG had received your email and will action it as soon as possible?

If you answered no to any of the above points it may indicate a technical issue prevented an email from being transmitted. In any case, please contact your BDM and let them know the answers to the above questions.

Q: Who is my AFG BDM?

A: The first email that you received from AFG after you submitted the details via the webform will have your BDMs details at the bottom.

Q: Can my office staff respond to the email on my behalf?

A: Unfortunately we can only accept a response from the person whose details have been supplied. The email address forms the signature that allows us to know that you have accepted the terms and conditions.