

# Complaints & Dispute Resolution Guide



At insurance.com.au Pty Ltd ABN 27 163 909 073, we are committed to providing exceptional services and quality products, and we want you to tell us if we have not met your expectations. Complaints are an important part of how we monitor and improve our standards.

If you have a complaint, it will be handled according to the complaints and disputes resolution standards. Our complaints handling services are available to you free of charge.

## What to do if you have a complaint

**Please talk to an insurance.com.au team member first.**

You can contact them by phone or email.



1300 468 730



[support@insurance.com.au](mailto:support@insurance.com.au)

They will endeavour to resolve your complaint immediately.

If they are unable to resolve your complaint immediately or you are not satisfied with their response, your matter can be referred to our Complaints Officer.

If you do not wish to speak with an insurance.com.au team member, you can contact our Complaints Officer directly using the contact details provided below.

If you require assistance when dealing with us, such as language translation services, hearing or other special needs assistance please tell us. We are happy to provide further information about the support services available to you.

### Contact us

#### insurance.com.au Complaints Officer

Community BrokerNetwork:

T: (08) 94808950

E: [compliance@cbn.au](mailto:compliance@cbn.au)

P: PO Box 1183, WestPerth WA 6872.

Please mark the envelop "Notice of Complaint"

#### insurance.com.au Pet Insurance Complaints Officer

ThePetInsuranceCompany.com.au

T: 1800 929041

E: [pet@insurance.com.au](mailto:pet@insurance.com.au)

If your complaint is referred to the Complaints Officer, we will try to acknowledge receipt of your complaint in writing within 1 business day. We will try and resolve your complaint quickly and fairly and no later than 30 days from receiving the response, providing you with updates at intervals of no later than 10 days.

### Making a complaint to us

When you make a complaint or tell us about a problem or issue you are experiencing, please try to provide as much information as possible.

A complaint or dispute is an expression of dissatisfaction made to or about us, related to our products, services, staff or the handling of a complaint, where a response or resolution is implicitly expected or legally required.

Our priority is to resolve your complaint as quickly and fairly as possible, and to do this we will:

- Acknowledge that we have received your complaint
- Log your complaint and provide you with a complaint reference number

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- Investigate your complaint and if required request additional information or documentation
- Keep you informed of the progress of your complaint
- Provide you with the name and contact details of the person handling your complaint
- Try and resolve your complaint within 30 calendar days after receiving your response.

If you have a complaint about a product or claim we may refer your complaint to the insurer for review. We will tell you when this is the case and keep you informed.

## **Unresolved Complaints and Australian Financial Complaints Authority (AFCA)**

If we are unable to resolve your complaint or you are not satisfied with our response, you may refer your complaint to AFCA.

insurance.com.au is a member of the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA will examine your dispute and, if it is within its jurisdiction, seek to resolve it by liaising with you and insurance.com.au.

You can contact AFCA by:

W: [afca.org.au](http://afca.org.au)

P: 1800 931 678

E: [info@afca.org.au](mailto:info@afca.org.au)

Mail: Australian Financial Complaints Authority

GPO Box 3 Melbourne VIC 3001