

# 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. 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 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.

insurance.com.au



**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 complaint will be referred to our Complaints Officer, acknowledged within 24 hours and managed in line with our internal complaints and disputes resolution process.

If you do not wish to speak with an insurance.com.au team member, you can contact our Insurance House 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 House Pty Ltd

Phone: 1300 305 834

Email: [complaints@insurance.com.au](mailto:complaints@insurance.com.au)

Head Office: Level 3, 100 Wellington Parade  
East Melbourne VIC 3002

### 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 this we will:**

- ✓ Acknowledge that we have received your complaint
- ✓ Log your complaint and provide you with a complaint reference number
- ✓ 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
- ✓ Where possible provide a resolution within 30 calendar days after first receiving your complaint

If you have a complaint about a policy where we act on behalf of the insurer and we are unable to satisfactorily resolve your complaint, 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 House is a member of the Australian Financial Complaints Authority (AFCA). AFCA offers a free, independent external dispute resolution service. AFCA will examine your dispute and, if it is within its jurisdiction, seek to resolve it by liaising with you and Insurance House.

If the dispute cannot be resolved, AFCA can make a determination imposing binding sanctions on Insurance House after considering the available evidence. You still have your normal legal rights regarding any dispute.

You can contact AFCA by:

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

Phone: 1800 931 678

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

Mail: Australian Financial Complaints Authority  
GPO Box 3 Melbourne VIC 3001