



Complaints Procedure

If you have a complaint in relation to your insurance, please write to **insure that** and explain what your complaint is and the reasons behind it.

We will then try to resolve your complaint immediately and will refer the matter to our Internal Dispute Resolution Committee (IDRC) if it is unresolved.

If this does not resolve the matter or you are not satisfied with the way that a complaint has been dealt with, you may be able to access the services of the Financial Ombudsman Service Limited (FOS).

If you require further information about our dispute resolution process, please contact us on (02) 4862 5666.