



## 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 you are not satisfied with our response, you may lodge a complaint with the Australian Financial Complaints Authority.

Online: [www.afca.org.au](http://www.afca.org.au)

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

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

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