

# COMPLAINTS POLICY



As part of our commitment to our clients we have a detailed Complaints Policy & Procedure as well as subscribing to the Australian Financial Complaints Authority (AFCA). The Australian Financial Complaints Authority is an external dispute resolution service, accessible to clients free of charge in the event that they believe a complaint has not been satisfactorily dealt with internally by HIB Insurance Brokers.

## IF YOU HAVE ANY COMPLAINTS ABOUT OUR SERVICES TO YOU, PLEASE CONTACT:

**BY POST:** Michael Alexander, Managing Director, HIB Insurance Brokers Pty Ltd, PO Box 101, Albury NSW 2640

**BY PHONE:** (02) 6041 1488

**BY EMAIL:** michael@hib.com.au

If your complaint cannot be resolved to your satisfaction, you have the right to refer the matter to the **Australian Financial Complaints Authority (AFCA)**, please contact:

**BY POST:** Australian Financial Complaints Authority (AFCA), GPO Box 3 MELBOURNE VIC 3001

**BY PHONE:** Toll Free 1800 931 678

**BY EMAIL:** info@afca.org.au

A complaint form is also available at the AFCA website, [www.afca.org.au](http://www.afca.org.au)