

## MAKING A COMPLAINT/RESOLVING YOUR COMPLAINTS

If you think we have let you down in any way, or our service is not what you expect, please tell us so that we can help.

You can tell us...

- **By phone** (Ph: 02 9251 8055)

We will put you in contact with an appropriate person to deal with your complaint.

- **In Writing** (P O Box 299, Sydney, 1225)

Please send us the full details of your complaint together with any supporting documents and an explanation of what you want us to do. Your letter or email ([complaints@assetinsure.com.au](mailto:complaints@assetinsure.com.au)) will be directed to the appropriate person.

- **In Person** (Please ring first: 02 9251 8055)

If you would like to come in to talk to us at our office, please call and we will arrange an appointment for a meeting.

### What we will do to resolve your complaint

When you first let us know about your complaint:

- it will be handled by the person who has authority to deal with it, and
- this person will listen to you, consider the facts and contact you to resolve your complaint as soon as possible, usually (mandatory for motor) within 5 working days after we have completed any investigation required.

If you are not satisfied with this person's decision on your complaint, then at your request it will be referred to the relevant manager, who will contact you within 5 working days.

If you are not satisfied with our decision, then at your request it will be referred to our Internal Disputes Resolution Committee who will consider all aspects of your complaint. We will then send you our final decision within 15 working days (10 working days for motor) from the date you first made that request.

### If your complaint remains unresolved

We have designed our procedures to deal fairly and promptly with your complaint. However, if you are not satisfied with our final decision we will, on request, give you information about other people or organisations who may be able to give you advice and assist in resolving the matter to our mutual satisfaction.

At all times we will act reasonably and in accordance with our contractual obligations to you.

A blue ink signature of Gregor Pfitzer.

Gregor Pfitzer  
Chief Operating Officer

A blue ink signature of John Hewitt.

John Hewitt  
Company Secretary & General Counsel