

Important Notice – change of external complaints handling body

With effect from 1 November 2018, the Financial Ombudsman Service Australia (FOS) has been replaced by the Australian Financial Complaints Authority (AFCA).

AFCA is an independent external dispute resolution (EDR) scheme that deals with complaints from consumers in the financial system.

The AFCA scheme replaces three different schemes that were in operation across the financial services sector and has been designed so that consumers have access to a single EDR scheme governed by a single set of new rules.

Our commitment to you

We are committed to providing outstanding services to our valued clients. If you are dissatisfied with our services, please contact our authorising Licensee, Austbrokers Sydney Pty Ltd;

In writing: The Complaints Officer Austbrokers Sydney Pty Ltd PO Box Q1402 QVB NSW 1230	By email: enquiries@absyd.com.au	By telephone: (02) 8567 3110
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We subscribe to Insurance Brokers Code of Practice and we are a member of AFCA. If you make a complaint that is not successfully resolved within 45 days from the date reported to our office, it can be referred to AFCA to assist in making an independent assessment of your issue(s).

The contact details for AFCA are:

- Online: www.afca.org.au
- Email: info@afca.org.au
- Phone: 1800 931 678
- Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC