

Complaints

Our commitment to you

Austbrokers ABS is committed to providing outstanding services to our valued clients. If you are dissatisfied with our services, please contact your insurance broker in the first instance.

If your complaint is not resolved to your satisfaction, please contact Austbrokers Sydney Pty Ltd (our Authorising Licensee) using one of the following methods:

In writing:	By email:	By telephone:
The Complaints Officer Austbrokers Sydney Pty Ltd PO Box Q1402 QVB NSW 1230	enquiries@absyd.com.au	(02) 8567 3110

Austbrokers Sydney will assist in resolving your complaint with us in an open and fair manner.

We subscribe to the Insurance Brokers Code of Practice and we are a member of 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.

If you make a complaint that is not successfully resolved within 45 days from the date reported to our office, you can then refer the matter to AFCA to assist in making an independent assessment of your issue(s), subject to their rules and jurisdiction.

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