



CLAIMCENTRAL[®]

Complaints handling

V02 – July 2021



Making a complaint

We are committed to providing great service, and our people are dedicated to getting customers lives back to normal as quickly as possible.

If you are not satisfied with our service or something we have done, or you have a complaint, we are committed to working with you to resolve your concerns as quickly as possible.

Where possible we will resolve your complaint on the spot. If we need more time to review your concerns, we will advise you of the person who will be reviewing your complaint and a timeframe you can expect to be contacted.

STEP 1 Let us know

You can make a complaint with one of our team members and they will do their best to their best to assist and resolve the matter as quickly as possible. When you make a complaint, we ask that you provide as much information as possible to assist us.

Contact us;

1300 743 673
complaints@claimcentral.com.au
PO BOX 4017, South Maroubra,
NSW 2035

STEP 2 Seek a review

If you are not satisfied with the outcome, you can ask for the complaint to be referred to the insurer or product issuer to be reviewed.

Contact us;

PO Box 4017, South Maroubra
1300 743 673
resolutions@claimcentral.com.au

STEP 3 Seek an external review

If you're not happy with the decision, or you'd like to escalate the matter further, you may contact the Australian Financial Complaints Authority (AFCA);

1800 931 678
GPO Box 3 Melbourne VIC 3001
afca.org.au
info@afca.org.au

The AFCA service is provided to you free of charge. A decision by AFCA is binding on us but is not binding on you. You have the right to seek further legal assistance.