

Complaints and Disputes

At Scott & Broad we are committed to the fair, transparent and timely resolution of complaints or disputes. We also have a detailed internal complaints and dispute resolution process. Should you have a complaint or dispute about our service please contact our Complaints Officer and we will do our best to resolve the matter quickly.

Complaints Manager
Scott & Broad Pty Ltd,
Level 2, 924 Pacific Highway,
Gordon NSW 2072
Ph: 02 9932 6444
Fax: 02 9932 6499

As part of this commitment we are also members of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction within 20 business days, you have the right to refer the matter to AFCA. They may be contacted at:

Australian Financial Complaints Authority,
GPO Box 3, Melbourne, VIC 3001
Ph - 1800 931 678
Email - info@afca.org.au
Website - www.afca.org.au

We also members of the National Insurance Brokers Association and subscribe to the Insurance Brokers Code of Practice.

You can obtain a copy of the Insurance Brokers Code of Practice from this link
<https://www.niba.com.au/html/code-of-practice.cfm>

If you require further information please contact our office.