

COMPLAINTS & DISPUTES

We are committed to the fair, transparent and timely resolution of complaints or disputes. If you are not satisfied with our service, please contact us and tell us about your complaint.

We follow the guidelines of the Insurance Brokers Code of Practice available on the NIBA (National Insurance Brokers Association) website niba.com.au

If we haven't met your expectations, you don't agree with a decision we've made or you feel your point of view needs further examination, please tell us. We are here to help you.

It is possible this isn't satisfactory. Please contact our Complaints Management team and we will do our best to resolve the issue internally.

- Contact us and tell us about your complaint. We will listen and do our best to resolve it quickly.
Complaints Manager
(02) 9932 6444
complaints@scottbroad.com.au

Mail:
Complaints Manager
L2, 927 Pacific Highway, Gordon NSW 2072

Contact us on our website scottbroad.com.au

- We aim to satisfactorily resolve your complaint by an independent person within our business and keep you informed of the process. You will be provided with a contact person and be informed of the progress at least every 10 days.
- We will provide you with a written response about the outcome of any investigation, the reasons for our decisions and information about progressing your complaint to External Dispute Resolution body, AFCA.
- If it is identified that we have made a mistake in the handling of a complaint, we will take action to correct the mistake.

We will resolve a complaint within 30 calendar days from the date it is received. If we cannot make a resolution within this timeframe, we will advise you in writing with reasons and provide details of how to contact AFCA.

Scott & Broad Pty Ltd is a member of Australian Financial Complaints Authority (AFCA) who acts as External Dispute Resolution body. If you are still dissatisfied with our Internal Dispute Resolution, you have the right to refer the matter to AFCA.

AFCA provides fair and independent financial services complaint resolution free to consumers.

Australian Financial Complaints Authority (AFCA)
GPO Box 3
Melbourne VIC 3001
1800 931 678
info@afca.org.au
www.afca.org.au