

Complaints

We are committed to providing outstanding services to our valued clients. If you are dissatisfied with our services, or the services provided to you by one of our authorised representatives, please contact us;

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

We subscribe to Insurance Brokers Code of Practice and the Financial Ombudsman Service Australia (FOS) Ltd (FOS), a free customer service. With effect from 1 November 2018 FOS will be replaced by the Australian Financial Complaints Authority (AFCA). If your complaint is not successfully resolved by our office within 45 days from the date reported to our office, it can be referred to FOS or AFCA to assist in making an independent assessment of your issue(s).

- with the Financial Ombudsman Service Australia if **lodged before 1 November 2018:**
 - Online: www.fos.org.au
 - Email: info@fos.org.au
 - Phone: 1800 367 287
 - Mail: Financial Ombudsman Service Limited GPO Box 3 Melbourne VIC 3001; or
- with the Australian Financial Complaints Authority if **lodged on or after 1 November 2018:**
 - Online: www.afca.org.au
 - Email: info@afca.org.au
 - Phone: 1800 931 678
 - Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC