

Complaints

If you have any complaints about our servicers to you, please contact us.

Contact

The Complaints Officer
PO Box 870
Wollongong NSW 2520

Email: info@abcitystate.com.au

Telephone: 02 4297 1800

If you're unhappy with the resolution we've offered, you're welcome to contact the Australian Financial Complaints Authority (AFCA).

We subscribe to Insurance Brokers Code of Practice and the Australian Financial Complaints Authority (AFCA), a free customer service. If your complaint is not successfully resolved by our office within 30 days from the date reported to our office, it can be referred to AFCA to assist in making an independent assessment of your issue(s). <https://www.afca.org.au//>

- Online: www.afca.org.au
- Email: info@afca.org.au
- Phone: 1800 931 678
- Mail: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3000