

Complaints

Our commitment to you

We are committed to providing outstanding services to our valued clients.

If you are dissatisfied with our services, please contact your insurance broker in the first instance.

Alternatively, please contact The Complaints Officer using one of the following methods:

In writing:	By email:	By telephone:
The Complaints Officer Austbrokers City State PO Box 870 Wollongong NSW 2520	info@abcitystate.com.au	02 4297 1800

Our process

We will acknowledge your complaint promptly and assist in resolving your complaint with us in an open and fair manner.

We aim to investigate and resolve your complaint and provide you with a written decision within 30 calendar days of the date we receive your complaint.

We subscribe to the Insurance Brokers Code of Practice and are a member of the Australian Financial Complaints Authority (AFCA). We will handle your complaint in accordance with the Code and AFCA requirements where applicable.

If your complaint is not resolved within 30 days of being lodged with us or you are not satisfied with the outcome of your complaint, you may refer the matter to AFCA for an independent review, subject to AFCA's rules and jurisdiction.

The contact details for AFCA are:

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

AFCA is an independent external dispute resolution (EDR) scheme that deals with complaints from consumers in the financial system.

Additional Support

We understand that clients may sometimes need additional support, such as translation services or assistance for speech impairments. If you require extra help, please click [ACS-Additional-Client-Support-Information-V3.pdf](#) to access a detailed list of free external professional support services available to you.