

Global Underwriting Complaints Procedure

Lloyd's Australia is a signatory to the General Insurance Code of Practice (Code) and a member of Australian Financial Complaints Authority (AFCA). All business written by an Australian coverholder under a binding authority is subject to the Code. Some business that falls outside the Code may still be entitled to be reviewed by AFCA. Consequently, we expect the Lloyd's Australia Complaint process to be followed for all Australian business. The guidelines incorporate the requirements of the Code and AFCA processes.

The following procedure applies to all AFS licensed entities.

Clients who are not satisfied with a product or service provided by Global Underwriting should:

1. Please contact the relevant member of staff at Global Underwriting.
2. If your complaint is not satisfactorily resolved or responded to, please contact our Complaints Officer on (03) 5177 2900 or put your complaint in writing and send it to:

Attention: Complaints Officer
Global Underwriting
Email: info@globalunderwriting.com.au
PO Box 257, Traralgon VIC 3844

We will try to resolve your complaint fairly and quickly. We will respond to the complaint within 15 business days providing we have all necessary information and have completed any investigation required.

3. In the unlikely event that this does not resolve the matter, or the client is not satisfied with the way the complaint has been dealt with, for Lloyds contracts they should contact:

Lloyd's Australia Limited Email:
ldraustralia@lloyds.com
Telephone: (02) 8298 0783
Post: Suite 1603 Level 16, 1 Macquarie Place, Sydney NSW 2000

The following information will usually be required by Lloyd's Australia:

- Name, address and telephone number of the policyholder;
- Details of the policy concerned (policy number and/or claim reference numbers, etc);
- Details of the insurance intermediary through whom the policy was obtained;
- Reasons why they are dissatisfied;
- Copies of any supporting documentation they believe may assist Lloyd's Australia in addressing the dispute appropriately.

4. If a clients' complaint is not resolved in a manner satisfactory to them or Lloyd's Australia do not resolve the complaint within 45 calendar days of it being received by us, they may refer the matter to AFCA as follows:

AFCA can be contacted by:
Post: GPO Box 3, Melbourne VIC 3001
Phone: 1800 931 678
Email: info@afca.org.au

More information can be found on their website www.afca.org.au

This service is free of charge to policyholders