



I.B. Insurance Brokers

Ian Bell Insurance Brokers Pty Ltd
ABN 34 077 751 467 | AFSL License 237936
Suite 1/33 Harbour Drive | P.O. Box 2020
Coffs Harbour NSW 2450

Phone: (02) 6651 5522 | E-mail: info@ibinsurance.com.au

COMPLAINTS POLICY

Complaints & Dispute Process

I.B Insurance Brokers are committed to meeting if not exceeding our client's expectations. If you have a complaint, please contact us and tell us about your complaint. We will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 30 business days, please refer the matter to our Internal Disputes Resolution Officer who can be contacted as per below;

Clem Cunningham

Phone (02) 6651 5522 or e-mail clem@ibinsurance.com.au or in writing at;

PO Box 2020, Coffs Harbour, NSW 2450

We will try and resolve your complaint quickly and fairly. I.B. Insurance Brokers is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us within 30 days, you have the right to refer the matter to AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers and can be contacted at;

Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001

Phone 1800 931 678 | email info@afca.org.au or website www.afca.org.au

Should your complaint relate to a claims matter, or the outcome of your claim is not what you expected please contact us and tell us about your complaint. With your permission we will submit your complaint to the insurer and should the complaint not be resolved it can then be submitted to the insurers Internal Disputes Resolution team for further review. Should the complaint still not be resolved to your satisfaction you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA).

Our Privacy Policy

We are committed to implementing and promoting a privacy policy, in accordance with the Privacy Act 1998 (Cth) and the Australian Privacy Principles, which will ensure the privacy and security of your personal information. It also deals with how you can complain about a breach of the privacy laws and how you can access the personal information we hold and how to have that information corrected. A copy of our privacy policy is available on request or on our website www.ibinsurance.com.au