

## Complaints Notice

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](mailto:enquiries@absyd.com.au)

**By telephone:** (02) 8567 3110

We subscribe to the Insurance Brokers Code of Practice and we are a member of the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. If your complaint is not successfully resolved within 30 days from the date reported to our office, you can refer the matter to AFCA to assist in making an independent assessment of your issue(s):

- Online: [www.afca.org.au](http://www.afca.org.au)
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Phone: 1800 931 678
- Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC