

Complaints handling

v2 – September 2021



Insurx

Insurx Pty Ltd is regulated in Australia by ASIC (AFS Licence number 528534)
ABN 85 628 930 334 | Member of the Australian Financial Complaints Authority (AFCA).

Making a complaint

We are committed to providing great service and our people are dedicated to getting customers lives back to normal as quickly as possible.

If you are not satisfied with our service or something we have done, or you have a complaint, we are committed to working with you to resolve your concerns as quickly as possible.

Where possible we will resolve your complaint on the spot. If we need more time to review your concerns, we will advise you of the person who will be reviewing your complaint and a timeframe you can expect to be contacted.

To assist us with addressing your complaint quickly, please provide the following information:

- Your name and contact details, including your phone number and email address
- Details of your complaint and copies of any relevant documents
- Your desired outcome

LET US KNOW

If you would like to make a complaint, please let us know by contacting one of our claims team members as they may be able to resolve the complaint for you immediately or within 5 business days. When you make a complaint, we ask that you provide as much information as possible to assist us. Alternatively, you can contact us:

Email: complaints@insurx.com.au

Address: PO Box 265, Parramatta, NSW, 2124

Phone: 1300 743 673

SEEK A FURTHER REVIEW

We always aim to resolve your complaint as quickly as possible. If you are not satisfied with the outcome of your complaint, you can request to have your complaint referred to our Internal Dispute Resolution team or you can contact them directly:

Email: resolution@insurx.com.au

Address: PO Box 265, Parramatta, NSW, 2124

Phone: 1300 743 673

SEEK AN EXTERNAL REVIEW

If you are dissatisfied with the outcome of our internal procedure, you have the right to complain to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority (AFCA) can be contacted at:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

This is an approved external dispute resolution scheme of which Insurx Pty Ltd is a member.

How will we manage your complaint?

- We will acknowledge receipt of your complaint, either verbally or in writing within 24 hours (one business day).
- We will provide you with regular updates on the progress of your complaint and the timeframe for responding to your complaint.
- We will assess and investigate the issues raised in your complaint.
- We will contact you if we require additional information.
- An outcome will be provided within 30 calendar days from when we first received your complaint.
- If we are unable to resolve your complaint within the maximum period, we will inform you of the reasons for the delay and let you know when we expect to provide a response to your complaint.

Additional support is available

We want you to be able to make a complaint as easy as possible. If you require further assistance with making a complaint or understanding our complaints process please visit our [Accessibility](#) page for more information.

LANGUAGE ACCESSIBILITY

Insurx provides access to an Interpreter service through Translating and Interpreting Services (TIS). TIS provides interpreters in over 160 different languages. If you would like the use of an interpreter, let us know when you call, or you can book an appointment with TIS [here](#), or call them on 131 450.

OTHER ACCESSIBILITY OPTIONS

Insurx works with the National Relay Service to support customers who have difficulty hearing or speaking to people over the phone.

TTY or voice

Call 133 677 then ask for 02 8233 3150.

SMS relay

Text 0423 677 767.

Voice Relay

Call 1300 555 727 then ask for 02 8233 3150.

For further information, visit the [National Relay Service](#).