



## **How to make a complaint**

If you have a complaint about the service we have provided to you, we encourage you to firstly discuss your concern with the staff member who has provided the service. If you would prefer to directly speak with a member of our Complaints Department, you can do this by emailing the details of your complaint to [info@tibnsw.com.au](mailto:info@tibnsw.com.au).

The Insurance Broker (NSW) Pty Ltd is a member of the National Insurance Brokers Association (NIBA) and is bound by their Code of Conduct. We also subscribe to the Insurance Brokers Code of Practice. The Code sets minimum service standards that you may expect from us.

A copy of the Insurance Brokers Code of Practice can be found on NIBA's website <https://www.niba.com.au/html/code-of-practice.cfm>

As part of the Insurance Brokers Code of Practice obligations, we are committed to the fair, transparent and timely resolution of complaints and disputes. We have a detailed internal complaints resolution process. If you are unhappy with any of our services, please contact us on the details below and we will do our best to resolve the matter quickly. We will acknowledge your complaint in writing and genuinely attempt to resolve your complaint fairly and efficiently within 5 days through our internal complaints resolution system.

### Complaints Officer: The Insurance Broker (NSW) Pty Ltd

Street Address: Unit 9, 25 Monro Ave Kirrawee NSW 2232

Mailing address: PO Box 170 Miranda NSW 1490

Phone: 02 9525 8648

Email: [info@tibnsw.com.au](mailto:info@tibnsw.com.au)

We will keep you informed about how we handle your complaint and provide you with reasons for our decisions. If we require further information to determine or resolve your complaint, then we will inform you of this and agree with you an appropriate time frame, keeping you informed of the progress.



## External Review

As part of our commitment, we are also a member of the Australian Financial Complaints Authority (AFCA). AFCA is an independent and ASIC approved external dispute resolution service which provides fair and independent financial services complaint resolution that is accessible to clients free of charge in the event that you believe a complaint has not been satisfactorily dealt with by us. If your complaint cannot be resolved to your satisfaction within 20 days, you have the right to refer the matter to AFCA. They may be contacted at:

### Australian Financial Complaints Authority

Street Address: Level 12, 717 Bourke Street, Docklands 3008

Mailing address: Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: [www.afca.org.au](http://www.afca.org.au)