

## Feedback & Resolving Complaints

The Directors and staff of Insurance Logic Pty. Limited t/as Logical Insurance Brokers are committed, collectively and as individuals, to strive for excellence at all times, using the best-suited products and services to deliver benefits and covers for the benefit of our customers.

However, for one reason or another issues or complaints may occasionally arise and it is important that you are aware of our commitment to resolving these matters as soon as possible. If you have any questions, concerns or need to make a complaint about your service standards we have established internal controls to ensure that we will handle your complaint fairly and efficiently with the aim of obtaining an early resolution.

Our complaint and disputes resolution service is available to you free of charge.

### What You Can Do If You Have An Issue Or A Complaint

1. Contact us and tell us about the matter and we will do our best to resolve the issue quickly.
2. If the matter is not satisfactorily resolved within two days, please contact **James Cotis** by telephone or put your complaint in writing and he will try and resolve it quickly and fairly.

Telephone	02 9328 3322
Email	jamesc@logicalinsurance.com.au
Mail	PO Box 103, Darlinghurst, NSW, 1300.

The internal complaints management process involves the following steps:

- a. We will acknowledge receipt of your complaint by phone, email or letter within two business days of escalation;
- b. We will review your complaint and all relevant information;
- c. Update you every 10 business days on the progress of the review;
- d. Provide a final decision within 20 business days of escalation if we have received all the necessary information. If we need more information, or if your complaint requires further investigation, we will advise you how long we think this will take and agree a new time frame for responding to you.

3. If your complaint cannot be resolved to your satisfaction Logical is a member of Australian Financial Complaints Authority Limited (**AFCA**) and you have the right to refer the matter to them. AFCA is an independent external dispute resolution service which reviews insurance disputes (and related privacy disputes). AFCA can advise you if your dispute is one which falls within their Terms of Reference as not all customers and products are covered.

Telephone	1800 931 678
Facsimile	03 9613 6399
Email	info@afca.org.au
Website	www.afca.org.au
Mail	Australian Financial Complaints Authority Limited, GPO Box 3 Melbourne 3001

### What You Can Do If You Have A Concern About Your Privacy

For privacy complaints, we will follow the same process as managing all issues and complaints. If you are not satisfied with our response you can contact the Office of the Australian Information Commissioner.

Telephone	1300 363 992
Email	enquiries@oaic.gov.au
Mail	Office of Australian Information Commissioner, GPO Box 2999, Canberra, ACT, 2601.