

Complaints and Disputes Resolution Policy



SRS Underwriting Agency Pty Ltd treats all complaints regarding the general insurance products we deal in and the services we provide seriously. If you think we have let you down in any way or our service is less than you expected, then you may lodge a complaint using the process below.

HOW YOU CAN MAKE A COMPLAINT

1. Firstly, we suggest you phone, fax, email or mail our employee who handles your insurance matters and explain why you are dissatisfied and what you would like us to do to correct the situation. There will be no cost to you for us handling your Complaint.
2. If our employee cannot satisfactorily resolve your Complaint by the end of the following business day, our Complaints Manager will be advised of the relevant details.
3. Our Complaints Manager will contact you within 3 business days of you making your Complaint to formally acknowledge it and give you further helpful information. If you prefer, you may contact the Complaints Manager in the first instance. Please see Contact Details at the end of this page.
4. The Complaints Manager may ask you for more relevant information necessary to deal with your Complaint. The Complaints Manager, and where appropriate, other member(s) of our Internal Dispute Resolution Panel who have the appropriate experience, knowledge and authority to handle your Complaint, will consider all the relevant information.
5. The Complaints Manager will respond to your Complaint within 15 business days of you making your Complaint, provided we have all the necessary information and have completed any investigation required.
6. In the event we need further information, assessment or investigation to enable us to deal with your Complaint, we will agree a reasonable alternative timeframe with you. If we cannot agree on timeframes, we will treat the Complaint as a Dispute and explain how you can have the Dispute heard by another party.
7. On request, you will have access to information about you that we have relied on in assessing your Complaint and an opportunity to correct any errors. If any errors are identified, we will correct them. In special circumstances e.g. when a claim is being or has been investigated, or as required by law, we may refuse to release the information to you but we will not do so unreasonably. We will give you reasons for our refusal, and upon request put them in writing.
8. We will keep you informed of the progress of our response to your Complaint.
9. When we give you our response, we will also give you information about how it can be reviewed, and what to do if our response does not resolve your Complaint.

SRS CONTACT DETAILS

In Writing: Complaints Manager
SRS Underwriting Agency Pty Ltd
GPO Box 1635
Brisbane QLD 4001

Email: complaints@srs.com.au

Telephone: 07 3002 3000

Facsimile: 07 3002 3077

providing first class insurance solutions ...

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