

# Network Insurance Group Complaint Management

We are committed to providing you with the service you deserve.

If we didn't meet your expectations in any way, we would like to hear about it.

## How to contact us with a complaint

If you have a complaint about our services, please contact the person who initially provided it to you.

If they are unable to resolve the issue, or if you'd prefer not to contact them, our Complaints Team can be contacted on the following details:

**Phone:** 1300 655 037

**Email:** [complaints@networksteadfast.com.au](mailto:complaints@networksteadfast.com.au)

**Post:** Network Insurance Group Complaints  
PO Box 84  
North Sydney NSW 2059

We will keep you informed of our review progression on a regular basis and assist you with additional support where required.

Extra support, for communication barriers such as language or disability, are available.

## How we handle your complaint

Your complaint will be acknowledged within 1 business day of us receiving it.

During the complaint process, we may request additional information from you to enable your complaint to be reviewed.

We will respond to your complaint in writing if:

- We haven't been able to resolve your complaint to your satisfaction within 5 business days,
- You have requested a response in writing, or
- Your complaint is about financial hardship, a declined claim or the value of a claim.

### STAGE 1

We will endeavour to resolve your complaint within 15 calendar days from when we first received it.

If you are not satisfied with our response, your complaint will be progressed to stage 2.

We will let you know the name and contact information of the person reviewing your complaint in stage 2.

You can request your complaint be progressed to stage 2 of our complaints process at any stage prior to this time.

### STAGE 2

Your complaint will be reviewed by one of our Dispute Resolution Managers. Where practical, this person will be different to the person whose decision or conduct is the subject of your complaint or who was involved in Stage 1 of the complaint process.

We will provide you with an outcome of our review within 30 calendar days from when we first received your complaint. Our response will be in writing and it will include reasons for any decisions we have made.

If you are not satisfied with our response to your complaint at the conclusion of Stage 2, you can refer your case to an External Dispute Resolution service.

## External Dispute Resolution

### Australian Financial Complaints Authority (AFCA)

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Here is how you can contact AFCA

**Phone:** 1800 931 678 (free call)

**Fax:** 03 9613 6399

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

**Post:** GPO Box 3  
Melbourne VIC 3001

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

### The Office of the Australian Information Commissioner (OAIC)

For privacy complaints, you can contact OAIC on

**Phone:** 1300 363 992

**Fax:** 02 9284 9666

**Email:** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

**Post:** GPO Box 5218  
Sydney NSW 2001

**Website:** [www.oaic.gov.au](http://www.oaic.gov.au) (online complaint form available)

For Information on how we protect your privacy, please refer to our Privacy Policy accessible from our website.