

Southside Insurance Brokers - OUR COMPLAINTS PROCEDURE

Southside Insurance Brokers subscribe to the [Insurance Brokers Code of Practice](#) and are a member of the [Australian Financial Complaints Authority \(AFCA\)](#). Therefore, we are committed to attempt to resolve any issues promptly and fairly in accordance with our Complaints & Disputes Policy.

If you are not satisfied with a product, service, or possible breach by your broker, authorised representative or one of our team:

1. Please contact your Southside Insurance Brokers representative with whom you are dealing.
2. If your complaint is not satisfactorily resolved or responded to, please contact our Complaints Officer on 02 9542 5151 or put your complaint in writing and send it to:

Complaints Officer

Southside Insurance Brokers
Suite 1, 800 Old Princes Hwy, Sutherland

info@southsidebrokers.com.au

We will attempt to resolve your complaint fairly and quickly. The Complaints Officer will acknowledge your complaint in writing and endeavour to resolve the matter within 30 calendar days of receipt.

3. If an issue has not been resolved to your satisfaction, you can lodge a complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Further information about AFCA is available from our office, or you can contact AFCA at:

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001