



We endeavour to be accurate, honest and fair at all times, however occasionally complaints or disputes do occur.

When they do, we will attempt to resolve them by carefully listening and responding in a professional, fair and timely manner. Please tell us about any problem you may experience so we can ensure it is rectified for you, while allowing us to continuously improve our level of service.

## HOW WE CAN RESOLVE YOUR COMPLAINT

We have effective and streamlined procedures for dealing with complaints and disputes about our services or employees. You can let us know about your complaint by either:

- Writing to us, whether by email or online, explaining your complaint and attaching any necessary documentation.

We will acknowledge your complaint in writing and will endeavor to satisfactorily resolve your problem within 30 calendar days through our internal dispute resolution process. We will keep you informed of our progress during this period.

### ***Our complaints officer can be contacted on the below details:***

Complaints Officer

Email: [feedback@freighinsure.com.au](mailto:feedback@freighinsure.com.au)

Website: [www.freightinsure.com.au](http://www.freightinsure.com.au)

### **Please note:**

In the unlikely event of your complaint not being resolved to your satisfaction within 30 calendar days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA provides a free dispute resolution service to consumers and small businesses for all financial products and services.

### ***Contact details for AFCA are as follows:***

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)