



## Key Insurance Group Australia Pty Ltd COMPLAINTS PROCEDURES

Key Insurance Group Pty Ltd subscribe to the Insurance Brokers Code of Practice and are a member of the Australian Financial Complaints Authority (AFCA). As part of the code obligations we are committed to the fair, transparent and timely resolution of disputes.

The following procedure applies to the business:

If you are not satisfied with a product or service provided by your broker, please contact the General manager, Key Insurance at the following email address – [manager@keyinsurance.com.au](mailto:manager@keyinsurance.com.au). The matter will be immediately investigated and a response provided to you within 48 hours. If the matter is unable to be resolved to your satisfaction, you can ask that the matter be referred to the Complaints Officer, Key Insurance, [complaints@keyinsurance.com.au](mailto:complaints@keyinsurance.com.au). This person can be contacted on (03) 0407 3551 or by email above.

We will try to resolve your complaint quickly and fairly. The Complaints Officer will acknowledge your complaint in writing and endeavour to resolve the matter within 20 working days of receipt.

If you remain dissatisfied, you have the right to refer your complaint to AFCA for further consideration and/or adjudication. Your complaint will be referred to an AFCA Case Manager who will conciliate with a view to seeking a solution acceptable to both parties. There is no cost to you for referring your complaint to AFCA.

If either you or ourselves reject the AFCA Case Manager's findings and your complaint remains unresolved, it will be referred to the AFCA Referee/Ombudsman who will make a final determination on the resolution of your complaint. This decision is binding on us (but not on you).

You can contact AFCA by writing to them at:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VICTORIA 3001

Phone: 13800 931678

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