

Complaints

If you have any complaints about the service provided by you, you should take the following steps:

1. Contact us and tell us about your complaint
2. If your complaint is not satisfactorily resolved within 24 hours, please contact our Complaints Manager on (02) 66202000 or put your complaint in writing and send it to The Complaints Manager at Austbrokers NCFS PO Box 759 Lismore NSW 2480 (Please mark your envelope "Notice of Complaint")
3. Alternatively please email Damian Price damian@ncfs.com.au

We would like to advise that we subscribe to Insurance Brokers Code of Practice and the Australian Financial Complaints Authority (AFCA), a free customer service. If your complaint is not successfully resolved by our office within 45 days from the date reported to our office, it can be referred to AFCA to assist in making an independent assessment of your issue(s).

- Online: www.afca.org.au
- Email: info@afca.org.au
- Phone: 1800 931 678

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC