



INSURANCE BROKERS

Complaints and Disputes

We are committed to providing quality advice, service and products to our clients. If you are not satisfied with us or our products please contact our office. We will try to resolve the complaint quickly and fairly.

If you are not satisfied with the response to your complaint please contact our Complaints Manager, Julian Griffith.

Tel: 08 9315 3999

Email: julian@eliteinsurance.com.au

Post: PO Box 634 Applecross WA 6953

We will acknowledge receipt of your complaint within 3 business days. We will then investigate the matter and attempt to resolve your complaint within 21 days or if required at a later time as agreed with you.

If we cannot reach a satisfactory resolution, we subscribe to the Financial Ombudsman Service (FOS) whom handles complaints relating to brokers and the general insurance industry. FOS is an independent external dispute resolution body approved by the Australian Securities and Investment Commission. You can raise your concerns with FOS at no cost to you and any decision made by FOS is binding on us but not you. The Financial Ombudsman Service can be reached at:

Tel: 1300 780 808

Website: www.fos.org.au.

Email: info@fos.org.au

Financial Ombudsman Service Limited

GPO Box 3

Melbourne VIC 3001