

## 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.

Phone: 08 9315 3999  
Email: [julian@eliteinsurance.com.au](mailto:julian@eliteinsurance.com.au)  
Post: PO Box 4392 Myaree WA 6960

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 Australian Financial Complaints Authority (AFCA) which handles complaints relating to brokers and the General Insurance industry. AFCA is an independent external dispute resolution body approved by the Australian Securities and Investment Commission. You can raise your concerns with AFCA at no cost to you and any decision made by AFCA is binding on us, but not on you. AFCA can be reached at:

Phone: 1300 931 678  
Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001