

Customer Satisfaction Policy

Resolving Complaints and Disputes
Celebrating Compliments

S U R A

Customer satisfaction is important to us and feedback is key to our understanding of our client's needs and wishes.

We welcome your feedback both complaints and compliments on any of our products, policies, underwriting or claims service, your privacy or an issue related to the conduct of one of our employees or service providers such as investigators, loss adjusters, assessors, surveyors, collection agents or recovery specialists.



Complaints

If we haven't met your expectations or you do not agree with a decision we have made please tell us. We have the following process to help you if you wish to make a complaint or manage a dispute;

Internal Review			External Dispute Resolution
1 	2 	3 	4 
<p>Talk to Us</p> <p>The first step in the process is to contact your insurance broker and/or the relevant member of our team.</p> <p>The team member will review the matter and escalate to their immediate manager.</p>	<p>Sura Review</p> <p>If your complaint remains unresolved after 5 business days, it will automatically escalate to the Complaints Team.</p> <p>The Complaints Team will advise you of the escalation, outline the contact details of the specialist that will review the matter and the time-frames for a response.</p> <p>You can contact the Complaints team at</p> <p> IDR@sura.com.au</p>	<p>Lloyd's Review</p> <p>If your complaint remains unresolved after 10 business days, it will automatically escalate to Lloyd's Australia unless notified otherwise.</p> <p>The Complaints Team will advise you of the escalation, and Lloyd's AU will provide the contact details of the team member that will review the matter and the time-frames for a response.</p> <p>You can contact Lloyd's at</p> <p> idraustralia@lloyds.com</p>	<p>AFCA</p> <p>If your dispute cannot be resolved or you disagree with the outcome you can seek an external review.</p> <p>Your written outcome will include the next steps should you require an external review.</p> <p>Australian Financial Complaint Authority (AFCA) PO Box 3, Melbourne, VIC 3001.</p> <p> 1800 931 678</p> <p> www.afca.org.au</p>




Privacy

If you believe that we have interfered with your privacy in our handling of your personal information you can contact us on

 privacy@sura.com.au

If you remain dissatisfied with our resolution you can contact;

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001

 1300 363 992

 www.oaic.gov.au



Compliments


If you have received exceptional service from one of our team please let us know. Positive feedback is welcomed and often overlooked. We will pass on your comments to the team member concerned and their immediate manager.

 compliance@sura.com.au



Other Feedback

If you have any general feedback or suggestions on how we could do things better please let us know. We regularly review our products and services.

 compliance@sura.com.au