

Resolving Complaints and Disputes Celebrating Compliments

# 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**

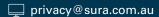
If we haven't met your expectations or you do not agree with a decision we have made please tell us. We have the following process to help you if you wish to make a complaint or manage a dispute;

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



#### **Privacy**

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



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



for a response.

You can contact Lloyd's at

idraustralia@lloyds.com

## 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.

**1800 931 678** 

www.afca.org.au

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

**New South Wales** 

Level 14/141 Walker Street North Sydney NSW 2060 PO Box 1813 North Sydney NSW 2059 Telephone 02 9930 9500

You can contact the

Complaints team at

IDR@sura.com.au

sura.com.au

