

COMPLAINTS

Internal Disputes Resolution Process

20:20 Insurance Brokers subscribe to the Insurance Brokers Code of Practice and are a member of the Australian Financial Complaints Authority (AFCA). As part of the Code obligations, we are committed to the fair, transparent and timely resolution of disputes. If you are unhappy with any of our services, please lodge your complaint in writing or contact our Complaints Manager, Les Engelbrecht.

We will acknowledge your complaint in writing and genuinely attempt to resolve your complaint fairly and efficiently within 20 days through our internal disputes resolution system.

Specific contact details are:

Les Engelbrecht

20:20 Insurance Brokers

Phone No. 07 3356 2377

Email: info@2020insurance.com.au

We will keep you informed about how we handle your complaint and provide you with reasons for our decisions. If we require further information, then we will inform you of this and agree with you an appropriate timeframe, keeping you informed of the progress.

External Disputes Resolution Process

If an issue has not been resolved to your satisfaction, you can lodge a dispute with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services dispute resolution free to consumers.

AFCA Contact details are as follows:

BY POST:

Australian Financial Complaints Authority (AFCA)

GPO Box 3

Melbourne VIC 3001

BY PHONE:

1800 931 678

BY EMAIL:

info@afca.org.au

An online complaint form is also available at the AFCA website www.afca.org.au