

Achmea Australia – Feedback and complaints

At Achmea we pride ourselves on providing high quality service to our clients.

Despite our best efforts, there may be times when we do not meet your expectations. If this happens, we need to know. Your feedback helps us better understand your needs and allows us to improve our service.

We take any complaint made about our products or services seriously and will deal with it promptly, fairly and at no charge to you.

If you have feedback or if you wish to make a complaint, we kindly ask you to please speak to your local Risk Specialist in the first instance.

Complaints handling and dispute resolution process

If your complaint is not resolved, please contact Achmea's Internal Disputes Resolution Officer who has the appropriate experience, knowledge and authority to progress your complaint further. Your complaint will then also be entered into our Internal Dispute Resolution System.

To lodge a complaint please contact our Internal Disputes Resolution Officer using your preferred method of communication.

Internal Disputes Resolution Officer
GPO Box 4577
Sydney NSW 2001

T 1800 724 214
F 1800 724 205
E complaints@achmea.com.au

Note: For security reasons, please DO NOT provide any confidential information via email.

If you are not satisfied with our response or your complaint remains unresolved after 45 days, you may lodge a complaint with The Australian Financial Complaints Authority:

Online: afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678
Mail: GPO Box 3, Melbourne VIC 3001

If your complaint is related to a privacy issue, you may refer it to the Office of the Australian Information Commissioner:

Online: oaic.gov.au
Email: enquiries@oaic.gov.au
Phone: 1300 363 992
Mail: GPO Box 5218, Sydney NSW 2001