

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.

Complaints

If you have a complaint, please first try to resolve it by speaking to the relevant member of our staff. If your complaint is not resolved, we will treat it as a dispute and will enter it into our Internal Dispute Resolution System.

To lodge a complaint you can write, phone, or email us at:

Internal Disputes Resolution

PO Box H359, Australia Square NSW 1215

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

www.achmea.com.au

External Dispute Resolution

If you are still dissatisfied or the complaint remains unresolved after 30 days, you may lodge your complaint with the Australian Financial Complaints Authority, which is an independent external dispute resolution service provided to clients at no cost to them to review and resolve complaints where we have been unable to resolve your concerns.

Australian Financial Complaints Authority Limited

GPO Box 3, Melbourne Victoria 3001

T 1800 931 678 F (03) 9613 6399 E info@afca.org.au

www.afca.org.au

If your complaint is to do with a privacy issue, you may refer it to the Australian Privacy Commissioner.

GPO Box 5288, Sydney NSW 2001

T 1300 363 992

www.oaic.gov.au