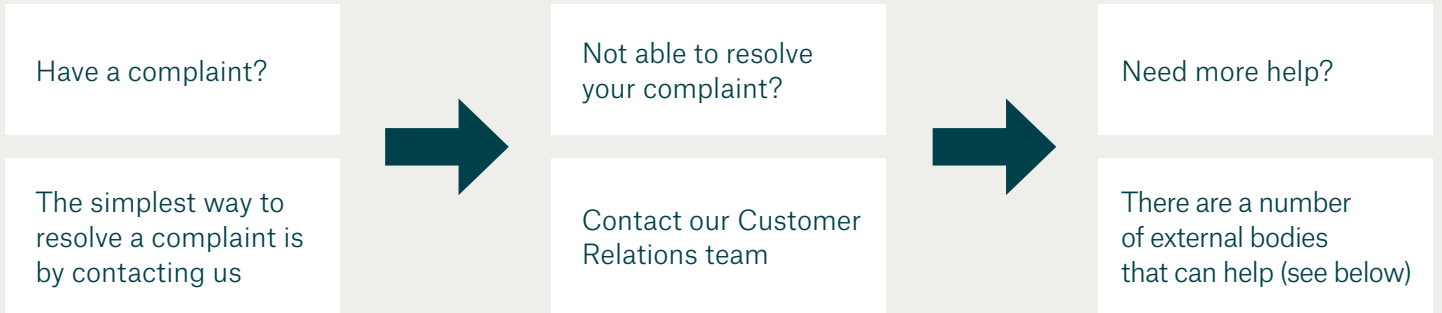


# Complaint Management Process

We value your feedback on any issues concerning how we manage your relationship with us. We are committed to providing you with the best possible experience, however if we didn't meet your expectations in any way, please let us know.



## How to contact us with a complaint

If you experience a problem, are not satisfied with our products or services or a decision we have made, please let us know so that we can help. The simplest way to resolve a complaint is by contacting us:



13 11 55



[customer.relations@suncorp.com.au](mailto:customer.relations@suncorp.com.au)



Suncorp Insurance PO Box 1453,  
Brisbane QLD 4001



In person: Visit your nearest Branch.  
Locations can be found on our website  
[suncorp.com.au/locate-us](https://suncorp.com.au/locate-us)

In most circumstances, your complaint will be acknowledged within 1 business day and can usually be resolved within 5 business days.

## Customer Relations Team

If we aren't able to resolve your complaint or you'd prefer not to contact the people who provided your initial service, our Customer Relations Team can assist. Here's how to contact our Customer Relations team:



Phone: 1300 264 053



Fax: 1300 316 047



[idr@suncorp.com.au](mailto:idr@suncorp.com.au)



Suncorp Insurance Customer Relations -  
PO Box 14180, Melbourne City Mail Centre  
VIC 3001

Customer Relations will contact you if they require additional information or if they have reached a decision. When responding to your complaint, you will be informed of the progress and the timeframe for responding to your complaint.

We will provide you with an outcome within 30 calendar days from when we first received your complaint.

## Seek review by an external service

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the following external dispute resolution services.

## Contact the Australian Financial Complaints Authority (AFCA)

AFCA provides fair and independent financial services complaint resolution that is free to consumers. Any determination AFCA makes is binding on us, provided you also accept the determination. You do not have to accept their determination and you have the option of seeking remedies elsewhere. AFCA has the authority to hear certain complaints.

Here is how you can contact AFCA and confirm if they can assist you.



[www.afca.org.au](http://www.afca.org.au)



[info@afca.org.au](mailto:info@afca.org.au)



1800 931 678 (free call)



Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

## The Office of the Australian Information Commissioner (OAIC)

Alternatively, your privacy complaints can be made in writing to:



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



Phone: 1300 363 992



Fax: 02 9284 9666



[enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)



[www.oaic.gov.au](http://www.oaic.gov.au)  
(online complaint form available)

## For Compulsory Third Party (CTP) Insurance the relevant state authority:

### Queensland - Motor Accident Insurance Commission



Phone: 1300 302 568



Fax: 07 3220 6689



[maic@maic.qld.gov.au](mailto:maic@maic.qld.gov.au)



Level 26, 1 William Street, GPO Box 2203  
Brisbane QLD 4001



[maic.qld.gov.au](http://maic.qld.gov.au)

### Extra support is available

We want you to be able to make a complaint as easy as possible. If you require further assistance with making a complaint or understanding our complaints process please visit our [Customers In Need Of Extra Support Suncorp Insurance](#) page for more information.

### Translation Services

We know many of our customers prefer to speak to us in a language other than English. If you'd rather speak to us in another language, we can arrange for an interpreter to help you with your complaint, subject to availability.

Suncorp uses the Translating and Interpreting Service (TIS National). It is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients. We can connect you to interpreters who speak a wide variety of languages, so simply ask us about the

service when you call. You can find more information about TIS National here:

Online: [tisnational.gov.au](http://tisnational.gov.au) and via phone: 131 450

### National Relay Service

A free TTY (text phone) service is available through the National Relay Service (NRS) to our website users who would like to have a Relay Officer assist in their conversation with Suncorp. This service is an Australian Government initiative that offers an Australia-wide phone service for people who are deaf or have a hearing or speech impairment.

TTY/voice calls: Call **133 677** then ask for 13 11 55

Speak & Listen: Call **1300 555 727** then ask for 13 11 55

Internet relay: Connect to [relayservice.com.au](http://relayservice.com.au) for details then ask for 13 11 55

Suncorp is a signatory to the General Insurance Code of Practice which can be accessed at [codeofpractice.com.au](http://codeofpractice.com.au)