

# Complaints & Disputes Handling



## COMPLAINTS & DISPUTES HANDLING



### Complaints & Disputes Handling

As an Authorised Representative of Webber Insurance Group we demonstrate a culture that acknowledges a customer's right to complain and which actively solicits feedback from customers.

**Please contact us if you have any complaints about our services.**

#### Complaints Officer

Webber Insurance Group  
328A Magill Road  
Kensington Park SA 5068

#### Contact

Phone: 1300 932 237  
Email: [complaints@webberinsurance.com.au](mailto:complaints@webberinsurance.com.au)  
Website: [www.webberinsurance.com.au](http://www.webberinsurance.com.au)

Webber Insurance Group is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction within 20 business days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA) who provide fair and independent financial services complaint resolution that is free to consumers.

#### Their contact details are:

Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678  
Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

### Insurance Brokers Code of Practice

Webber Insurance Group and its authorised representatives are members of [NIBA](#) and subscribe to the [Insurance Brokers Code of Practice](#).

The code is a statement of the industry's commitment to high levels of competency, training and customer service. It also ensures that there is a free and transparent complaints and compliance review process which imposes binding sanctions for any breach of the Code. It is designed to promote better and more professional, informed and effective relationships between insurance brokers and their customers.