



Complaints and Disputes

At Network Insurance Group, we are committed to the fair, transparent and timely resolution of complaints and disputes. We have a detailed internal complaints and dispute resolution process. Should you have a complaint or a dispute about our services, please contact our Complaints Officer on the details below and we will do our best to resolve the matter quickly.

Address: Complaints Officer
Head Office: Level 35, 140 William Street, Melbourne VIC 3000
Mailing address: PO Box 577 Collins Street West, Melbourne VIC 8007
Telephone: 03 8420 8700
Facsimile: 03 8420 8777
Email: admin@networksteadfast.com.au
Website: www.networksteadfast.com.au

As part of our commitment we are also a member of the Australian Financial Complaints Authority (AFCA) a dispute resolution service which is accessible to clients free of charge in the event that you believe a complaint or dispute has not been satisfactorily dealt with by us. If your complaint or dispute cannot be resolved to your satisfaction, you have the right to refer the matter to AFCA. They may be contacted at:

Mailing Address: Australian Financial Complaints Authority Limited
GPO Box 3, Melbourne, VIC 3001
Phone: 1800 931 678 (free call)
Fax: 03 9613 6399
Email: info@afca.org.au
Website: www.afca.org.au

We also subscribe to the National Insurance Brokers Association Code of Conduct and the Insurance Brokers Code of Practice, the Codes set minimum service standards that you may expect from us.

You may obtain a copy of the Insurance Brokers Code of Practice from the link on our website.