

# Insurance Complaints

## Meeting your expectations

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If our service fails to satisfy you we would like to hear from you.

To make a complaint about a product you have purchased or service you have received from Catholic Church Insurance Limited (**CCI**) you can write to us, phone us or lodge your complaint via our website. Your complaint will be handled by a member of staff with the appropriate authority to deal with your complaint.

## Our commitment to you

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- ◆ All complaints will be dealt with fairly, transparently and in a timely manner
- ◆ We will acknowledge a verbal or written complaint within 5 business days
- ◆ Our response will take no more than 15 business days once we have received all the necessary information.

If you are not satisfied with our response you can request your complaint be handled by our Internal Disputes Resolution Committee (**IDRC**).

## How to Contact Us

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Mail                   Complaints Officer,  
Catholic Church Insurance Limited  
GPO Box 180 Melbourne 3001

Email                   info@ccinsurance.org.au

Website               www.ccinsurance.org.au

Telephone           1300 655 001

Facsimile            03 9934 3462

Catholic Church Insurance Limited  
ABN 76 000 005 210 AFSL no. 235415

Once your dispute has been reviewed by our IDRC, if you are still not satisfied with the outcome or process you may refer your insurance complaint to:

Mail:                   Australian Financial  
Complaints Authority  
GPO Box 3, Melbourne Vic 3001

Tel:                    1800 931 678

Email:                 info@afca.org.au

Website:             www.afca.org.au

The Australian Financial Complaints Authority (AFCA) is an independent organisation that resolves disputes between consumers and financial service providers. Please note that AFCA may not accept a complaint unless you have first tried to resolve the complaint with us.

In certain cases, AFCA may not have jurisdiction to hear your complaint. Where AFCA does not have jurisdiction, or if you prefer you may pursue other external dispute resolution options that may be available to you including:

State and Territory Review Tribunals (such as the Victorian Civil & Administrative Tribunal)

Mediation or Arbitration (where we both agree to use this option); and/or Court proceedings.