

COMPLAINTS HANDLING ROCESS

ID INSURANCE SERVICES PTY LTD t/a BROKER CONNECT (**BROKER CONNECT**) subscribe to the [Insurance Brokers Code of Practice](#) and are a member of the [Australian Financial Complaints Authority \(AFCA\)](#). Therefore, we are committed to attempt to resolve any issues promptly and fairly in accordance with our Complaints & Disputes Policy.

If you are not satisfied with a product, service, or possible breach by your broker, authorised representative or one of our team:

1. Please contact your BROKER CONNECT representative with whom you are dealing. If your complaint is not satisfactorily resolved or responded to, please contact our Complaints Officer on 02 8631 0943 or put your complaint in writing and send it to:

Harpal Singh, Complaints Officer
ID INSURANCE SERVICES PTY LTD t/a BROKER CONNECT
A25, Lvl 2, 24-32 Lexington drive, Bella Vista NSW 2153

Or via email at: harpal@bconnect.au

2. We will attempt to resolve your complaint fairly and quickly. The Complaints Officer will acknowledge your complaint in writing and endeavour to resolve the matter within 14 days.
3. If our brokerage is unable to resolve your complaint to your satisfaction, you have access to a free, additional, proactive service known as the Steadfast Customer Advocacy service. It can assist if you have a problem related to satisfaction, or fair treatment in relation to your dealings with us, or your insurer. The service can be accessed by sending an email to customeradvocacy@steadfast.com.au or by calling the Steadfast Group Ltd head office on 02 9495 6500 and asking to speak with the Customer Advocacy service.
4. If an issue has not been resolved to your satisfaction, you can lodge a complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Further information about AFCA is available from our office, or you can contact AFCA at:

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678

In writing to: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001