



## OUR COMPLAINTS POLICY

We are committed to meeting if not exceeding our clients' expectations whenever possible. As much as we all dislike receiving complaints, we recognise that dissatisfied clients have a right to complain and to have their complaint handled.

### HOW CAN I PROVIDE FEEDBACK?

#### Speak to our team

Learning about your experience with us helps to improve the way we do business with you. If you have feedback, or an issue you would like resolved, we encourage you to make contact with our team on telephone number 02 6189 1050.

#### Provide your feedback in writing

If you would prefer to provide your feedback or complaint in writing, you can do so by sending an email to [shannon@mezzanineinsurance.com.au](mailto:shannon@mezzanineinsurance.com.au) or writing to the address below:

Mezzanine Insurance  
PO Box 745  
DICKSON ACT 2602

### WHAT WILL HAPPEN NEXT?

We will acknowledge your complaint within 24 hours and will do our best to resolve it quickly. If your complaint is not satisfactorily resolved within 5 days please contact our Complaints Officer Shannon Greenaway on 02 6189 1050.

If we need to investigate your complaint and require further time, we will keep you informed of the progress of our investigation on a regular basis, as is reasonable. In cases where further information or investigation is required from you, we will contact you with the details.

Mezzanine Insurance is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the AFCA. Please note that before AFCA can investigate your complaint, they do require you to have first provided us with the opportunity to address the complaint.

### AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA)

AFCA provides a fair and independent financial services complaint resolution service that is free to consumers.

#### AFCA's contact details are:

Australian Financial Complaints Authority (AFCA)  
GPO Box 3  
Melbourne VIC 3001

Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678 (free call)