



AIG Australia Limited  
ABN 93 004 727 753  
AFSL 381686

### How we will handle your complaint

We strive to provide a consistently high standard of service at all times. We recognise however that occasionally mistakes or misunderstandings can happen. If this is the case, you may want to let us know or you may wish to make a complaint.

You can refer your feedback or complaint to AIG by calling **1300 339 669** or logging it at: <http://www.aig.com.au/complaints-handling>

You will receive a written response to your complaint within 15 business days, unless you agree to a longer timeframe.

### What should you do if you are not happy with our response to your complaint?

If you are not satisfied with our response to your complaint you can request the Internal Dispute Resolution Committee ("Committee") to review the matter. The Committee is made up of Senior Management of AIG with the experience and authority to decide on matters brought before it.

You can request a review by the Committee by contacting the person who signed your complaint response letter or by contacting:

The Chairperson  
IDRC AIG Australia  
Level 12, 717 Bourke Street, Docklands VIC 3008

To assist the Committee in reviewing your complaint, please provide your reasons for requesting the review.

The Committee will provide their decision with reasons within 15 business days.

### External dispute resolution services

If you are not satisfied with the decision of the Committee or if we have been unable to resolve your complaint within 45 calendar days of when you first lodged it with us, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Telephone: 1800 931 678 (free call)  
In writing to: Australian Financial  
Complaints Authority GPO  
Box 3, Melbourne VIC 3001

AIG Australia is obliged to comply with any decision made by AFCA.

Use of the AFCA scheme does not preclude you from subsequently exercising any legal rights which you may have if you are still unhappy with the outcome. Before doing so, however, we strongly recommend that you obtain independent legal advice.

If your complaint does not fall within the terms of reference of AFCA, you may exercise any legal rights you have or access any other external dispute resolution options that may be available to you.

#### Head Office

**Sydney** Level 19, 2 Park Street Sydney NSW 2000 Australia  
GPO Box 9933 Sydney NSW 2001 Australia

**Melbourne** GPO Box 9933 Melbourne VIC 3001 Australia

**Brisbane** GPO Box 9933 Brisbane QLD 4001 Australia

**Perth** GPO Box 9933 Perth WA 6848 Australia

#### Australia wide

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F 1300 634 940

#### International

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[www.aig.com.au](http://www.aig.com.au)