OUR COMPLAINTS PROCEDURE

Fenton Green Pty Ltd as an authorised representative of Edgewise Insurance Brokers AFSL 307654 subscribe to the Insurance Brokers Code of Practice and are a member of the Australian Financial Complaints Authority (AFCA). When we act on behalf of an insurer, we comply with the General Insurance Code of Practice. 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 Fenton Green representative with whom you are dealing.

2. If your complaint is not satisfactorily resolved or responded to, please contact our Complaints Officer on 03 9425 1333 or put your complaint in writing and send it to:

Complaints Officer
Edgewise Insurance Brokers Pty Ltd
PO Box 3003
Burnley North, VIC, 3121
email@edgewise.com.au

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 30 calendar days of receipt.

3. If an issue has not been resolved to your satisfaction, you may seek further review by:

a) **Contacting the Steadfast Customer Advocacy service.** This service provides Steadfast Brokers' clients with a means to obtain support, advice, and assistance regarding customer satisfaction and experience. If you are unhappy with any aspect of the services provided, and no acceptable resolution can be reached, the Steadfast Customer Advocacy service can be accessed.

   E: customeradvocacy@steadfast.com.au
   Or Ph: 02 9495 6500

b) Contacting the Australian Financial Complaints Authority (AFCA), a free consumer service, to independently assess your complaint. AFCA's contact details are below:

In writing to:	GPO Box 3, Melbourne VIC 3001
Telephone:	1800 931 678
Email:	info@afca.org.au
Online:	www.afca.org.au

If your complaint relates to a policy underwritten by QBE Insurance (Australia) Ltd (QBE), it will be escalated to QBE within 1 business day of receipt. Your complaint will then be managed by QBE.

You can contact QBE Customer Relations and Advocacy Team:
Email: complaints@qbe.com
Phone: 1300 650 503
Fax: 02 8227 8594
Post: GPO Box 219, Parramatta NSW 2124

Information on QBE's complaint resolution process can be found at:
https://www.qbe.com/au/about/governance/complaints