

Complaints & Disputes

Our company understands the customers' rights including the right to raise a dispute or a complaint in order to seek an appropriate solution.

United Insurance Group holds a current Australian Financial Services Licence No: 327131 and is responsible for the financial services that your Authorised Representative provides to you.

Please contact us if you have any complaints about our services. Clients not satisfied with our services should contact UIG's Complaints Officer:

Complaints Officer

United Insurance Group

Suite 306, 365 Little Collins Street, Melbourne, Victoria, 3000

We are members of the **Australian Financial Complaints Authority**, an External Dispute Resolution body, which is a free consumer service. If your complaint cannot be resolved to your satisfaction within twenty business days, you have the right to refer the matter to the AFCA (details below). Further information is available from our office, or contact AFCA directly on **1800 931 678** or visit www.afca.org.au.

Australian Financial Complaints Authority AFCA:

Mailing address: Australian Financial Complaints Authority,
GPO Box 3, Melbourne 3001

Phone: 1800 931 678

Email: info@afca.org.au , Web: www.afca.org.au

Insurance Brokers Code of Practice:

We also subscribe to the Insurance Brokers Code of Practice. Copy of the Insurance Brokers Code of Practice can be found at www.niba.com.au for more information..