

## PSC Insurance Brokers Complaint Procedure

PSC Insurance Brokers subscribe to the [Insurance Brokers Code of Practices](#) and are a member of the [Australian Financial Complaints Authority \(AFCA\)](#). Therefore, we are committed to the fair, transparent and timely resolution of disputes.

The following procedure applies to all AFS licensed entities.

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

1. Please contact the Manager of the PSC Branch or PSC Entity with whom you are dealing.
2. If your complaint is not satisfactorily resolved or responded to, please contact our Complaints Officer on 1300 949 834 or put your complaint in writing and send it to:

### **Complaints Officer**

PSC Insurance Brokers

GPO Box 557

East Melbourne, Victoria 8002

[complaints@pscinsurance.com.au](mailto:complaints@pscinsurance.com.au)

We will try 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 can lodge a complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.
4. If either you or PSC Insurance Brokers reject the AFCA Case Manager's findings and your complaint remains unresolved, it will be referred to the AFCA's Referee who will make a final determination on the resolution of your complaint. The decision of the Referee is binding on us (but not on you).

Further information about AFCA is available from all of our offices or you can contact AFCA at:

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Telephone:** 1800 931 678

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