

# Complaints

## Our commitment to you

Famous insurance Agency Pty Limited (**Famous**) has high service standards, and we strive to make our customers happy. That is why we are committed to delivering valuable service to our customers.

We want to keep improving so if our products or services do not meet your expectations please let us know so we can address these issues immediately. This brochure summarises the process you can expect Famous to undertake to resolve your complaint.

Famous has developed its complaints handling process to comply with legislative, regulatory, and industry standards, including the Insurance Council of Australia (**ICA**) General Insurance Code of Practice, and the Australian Privacy Principles.

## What you can expect from Famous when assessing and resolving your complaint?

When assessing and resolving your complaint you can expect Famous:

- To deal with your complaint in accordance with Famous' complaints handling process, and to provide information about the process upon your request.
- To deal with your complaint free of charge.
- To treat customers fairly and manage the complaint with transparency.
- To deal with your complaint in accordance with the ICA General Insurance Code of Practice and provide you with access to a copy of the Code of Practice upon your request.
- To deal with your complaint in accordance with Famous' Privacy Policy, and to provide you with access to a copy of that policy upon your request.

## Dispute Resolution Process

### Stage 1: Make a complaint

You can contact us by:

**Phone:** 1300 FAMOUS (1300 326 687)

**Fax:** 1300 303 206

**Email:** info@famousinsurance.com.au

**Mail:** Famous Complaints, PO Box 6244,  
Baulkham Hills NSW 2153

We will **acknowledge receipt of all complaints within 24 hours (or one business) day of it being received, or as soon as practicable.** We will attempt to resolve your complaint as quickly and fairly as possible.

When we are considering your complaint, we will only ask for, and rely on, information that is relevant to our decision.

At stage one of our dispute process, your complaint will be reviewed and a response to your complaint provided to you within 10 business days of receiving your complaint. When you write or call, please provide a telephone number at which you may be contacted.

### Stage2: RACQ Insurance Limited (**RACQI**) - Member Relations Team

If you are not satisfied with our response to your complaint, we can refer your complaint to RACQI's Member Relations team. That team is made up of business representatives from across RACQI that have the appropriate knowledge, skills and authority to deal with your complaint. They will review your complaint and provide their decision in writing within 10 business days from the date of your request for review. You may contact the RACQI Member Relations team by:

**Phone:** **(08) 3361 2141**, 1300 851 381 or 12 7202 outside normal business hours

**Email:** racqidisputeresolution@racq.com.au

**Mail:** **RACQ Member Relations team**  
PO Box 3004, Logan City, QLD 4114

The Member Relations team will investigate all details of your complaint and will provide you with a response of the outcome within 30 days of the complaint first being notified to Famous. The response will outline any reason for the decision and will inform you of any action RACQI intends to take in resolution of the complaint.

In some cases RACQ may be unable to reach a conclusion within this timeframe, and may request a later response date. If this occurs, RACQ will keep you informed of progress of the complaint no less than once every 10 business days.

### Step 3: External Dispute Resolution scheme

If you are not happy with how we and the RACQI Member Relations team decides to resolve your complaint, you can refer it to an External Dispute Resolution body.

The Australian Financial Complaints Authority (**AFCA**) offer an external dispute resolution service, which resolves complaints between consumers (you) and financial service providers who take part in that service (us/RACQI).

You need to give us the opportunity to review your complaint before you can refer it to the AFCA. If we are unable to resolve your complaint within 30 calendar days of the date, we first received your complaint to the AFCA, even if we are still considering your complaint. <sup>[1]</sup><sub>[SEP]</sub>

The AFCA deal with complaints that fall within their 'Complaints Resolution Scheme Rules'. To find out whether your complaint qualifies for their service, you can contact AFCA as follows: <sup>[1]</sup><sub>[SEP]</sub>

**Phone:** 1800 931 678

**Email:** [info@afca.org.au](mailto:info@afca.org.au) <sup>[1]</sup><sub>[SEP]</sub>

**Mail:** Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001 <sup>[1]</sup><sub>[SEP]</sub>

**Online:** [www.afca.org.au](http://www.afca.org.au) <sup>[1]</sup><sub>[SEP]</sub>