



# Customer information sheet

**Our internal dispute resolution process can deal with any complaint you may have about our products or claims process - at no cost to you. Our dispute resolution process has 3 key stages which are detailed below.**

## 1. Make a complaint

If you make a complaint, make sure you give us a phone number that we can reach you on during the day. You can make a complaint in 3 ways:

 **Write to us:** Famous Insurance Agency Pty Ltd, PO Box 6244, Baulkham Hills NSW 2153

 **Call us:** 1300 326 687

 **Email us:** Info@famousinsurance.com.au

Once you've made a complaint, we will review your complaint and contact you within 15 business days.

## 2. Refer to our Internal Dispute Resolution Committee

If you're not happy with our response to your complaint, you can refer your complaint to our Internal Dispute Resolution Committee. That Committee is made up of a selection of business representatives that have the appropriate knowledge, skills and authority to deal with your complaint.

The Committee will review your complaint and provide their decision to you in writing within 15 business days from the date of your request for a review.

## 3. Refer to an External Dispute Resolution body

If you're not happy with how our Internal Disputes Resolution Committee decides to resolve your complaint, you can refer it to an External Dispute Resolution body.

The Financial Ombudsman Service Australia [FOS] and the Australian Financial Complaints Authority [AFCA] offer an external dispute resolution service which resolves disputes between consumers - you - and financial service providers who take part in that service - us.

You must give us the opportunity to review your complaint before you can refer it to the FOS or AFCA. If we are unable to resolve your complaint within 45 calendar days of the date we first received your complaint, you can refer your complaint to FOS or AFCA, even if we are still considering your complaint.

FOS and AFCA deal with disputes that fall within their Terms of Reference or Rules. To find out whether your dispute qualifies for their service, you can contact FOS or AFCA as follows:

### Disputes lodged before the 1st November 2018

Financial Ombudsman Service Australia

Online: [www.fos.org.au](http://www.fos.org.au)

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

Phone: 1800 367 287

Mail: Financial Ombudsman Service Limited  
GPO Box 3  
Melbourne VIC 3001

### Disputes lodged after the 1st November 2018

Australian Financial Complaints Authority

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

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

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001