

## Complaints & Disputes

At YourCover we demonstrate a culture that acknowledges a customer's right to complain and which actively solicits feedback from customers.

Please contact us if you have any complaints about our services.

Complaints Officer:-

YourCover Pty Ltd

Level 7, 320 Adelaide Street

Brisbane, QLD 4000

Ph 07 3010 9746

Fax 07 3010 9001

Email [info@yourcover.com.au](mailto:info@yourcover.com.au)

Website [www.yourcover.com.au](http://www.yourcover.com.au)

YourCover Pty Ltd are a member of the Australian Financial Complaints Authority (AFCA), an External Dispute Resolution body. If your complaint cannot be resolved to your satisfaction within 15 business days, you have the right to refer the matter to the AFCA.

Contact details below:

**Australian Financial Complaints Authority (AFCA)**

GPO Box 3

Melbourne, VIC 3001

Ph 1800 931 678

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

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

## General Insurance Code of Practice

YourCover Pty Ltd subscribe to the General Insurance Code of Practice.

The code is a statement of the industry's commitment to high levels of competency, training and customer service. It also ensures that there is a free and transparent complaints and compliance review process which imposes binding sanctions for any breach of the Code. It is designed to promote better and more professional, informed and effective relationships between the insurance industry and their customers.

To view a copy of the Code, <http://codeofpractice.com.au/>