



Level 3, Suite 6, 182 Bay Terrace

Wynnum Q. 4178

07 3370 2522

Corporate Authorised Representative of Quay Marine

Holdings Pty Ltd ABN: 82 010 671 851

AFS Licence No: 238271 AR: 001265363

Complaints Policy

Quay Marine Insurance strives to provide quality products, a high standard of customer service and the provision for settling claims quickly and efficiently.

In the unfortunate event that you are not satisfied with any of the following, please contact us immediately on 07 3370 2555

- One of our Products
- Our Service or the service of one of our agents, loss adjusters, claim investigators or
- Our own decision on your claim

We will endeavour to resolve your complaint to your satisfaction. However, in the event that you are not satisfied with the outcome you will be referred to a person who has authority to deal with it as soon as possible. Our internal dispute resolution process is a free service to our customers and will handle your complaint quickly with honesty and fairness.

Your complaint will be investigated on your behalf and we will try and reach a satisfactory outcome. We will respond within 30 days from when your complaint was received as is the requirement of the General Code of Practice.

If we have been unable to resolve your complaint to your satisfaction, you are able to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Telephone: 1800 931 678 (Freecall)

Email: info@afca.org.au

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