

Insurance Complaints

Meeting your expectations.

If our service fails to satisfy you we would like to hear from you.

To make a complaint about a product you have purchased or service you have received from Catholic Church Insurances you can either write to us, phone us or lodge your complaint via our website. Your complaint will be handled by a person with the appropriate authority to deal with your complaint.

Our commitment to you:

- ~ All complaints will be dealt with fairly, transparently and in a timely manner
- ~ We will acknowledge a verbal or written complaint within 5 business days
- ~ Our response will take no more than 15 business days provided we have all the necessary information.

If you are not satisfied with our response you can make a further complaint which will be handled by our Internal Disputes Resolution Committee. This committee is a group of senior persons with the authority to make a final decision on behalf of the company.



Catholic Church
Insurances Limited
S e r v i n g C h u r c h

Once your dispute has been through our Internal Disputes Resolution Committee and if you are still not satisfied you may be able to refer your insurance complaint to:

Mail: Financial Ombudsman Service – General Insurance
GPO Box 3
Melbourne Vic 3001
Tel: 1300 780 808 (Toll free)
Tel: 03 9613 7366
Fax: 03 9613 6399
Email: info@fos.org.au
Website: www.fos.org.au

The Financial Ombudsman Service (FOS) is an independent review body. Please note that the FOS will not accept a complaint unless you have first tried to resolve the complaint with us.

In certain cases the FOS may not have jurisdiction to hear your complaint. Where the FOS does not have jurisdiction or if you prefer, you may pursue other options that may be available to you.

How to contact us

Mail Catholic Church Insurances Limited
GPO Box 180 Melbourne 3001
Email info@ccinsurances.com.au
Website www.ccinsurances.com.au
Telephone 1300 655 001
Facsimile 03 9934 3462

 **Catholic Church
Insurances Limited**
S e r v i n g C h u r c h