

COMPLIMENTS, COMPLAINTS & DISPUTE RESOLUTION

A GUIDE TO OUR PROCEDURES

COMPLIMENTS

We welcome compliments and feedback from our customers. If you would like to provide us with positive feedback on our products or services please email us at: info@pantaenius.com.au

COMPLAINTS AND DISPUTES RESOLUTION PROCESS

We understand that you could be dissatisfied with our organisation, our products and services, or the complaints handling process itself. We take all our customer's concerns seriously and have detailed below the complaints process that you can access.

COMPLAINTS AND CUSTOMER SERVICE

Contact Details

If you are dissatisfied with any aspect of your relationship with Pantaenius Australia Pty Ltd including our products or services and wish to make a complaint, please contact our Complaints and Customer Service by post, phone or email, (as follows):

Complaints and Customer Service

Pantaenius Australia Pty Ltd

33/6 Jubilee Avenue

Warriewood

NSW 2102

Australia

Phone +61 2 9936 1670

Email complaints@pantaenius.com.au

Complaints and Customer Service is committed to reviewing complaints objectively, fairly and efficiently.

PROCESS

Please provide us with your claim or policy number (if applicable) and as much information as you can about the reason for your complaint.

OUR RESPONSE

We will acknowledge receipt of your complaint within one (1) business day of receiving it from you, or as soon as practicable. Following acknowledgement, within two (2) business days we will provide you with the name and relevant contact details of the Complaints and Customer Service team member who will be assigned to liaise with you regarding your complaint.

We will investigate your complaint and keep you informed of the progress of our investigation at least every ten (10) business days and will make a decision in relation to your complaint in writing within thirty (30) calendar days. If we are unable to make this decision within this timeframe, we will provide you with a reason for the delay and advise of your right to take your complaint to the Australian Financial Complaints Authority (AFCA) as detailed below, subject to its Rules. If your complaint falls outside the AFCA Rules, you can seek independent legal advice or access any other external dispute resolution options that may be available to you.

To the extent allowable at law, if you request copies of the information we relied on to make a decision about your complaint, we must provide it within ten (10) business days of your request. Please see the General Insurance Code of Practice 2020 (codeofpractice.com.au) or contact us for further details.

Please note that if we have resolved your complaint to your satisfaction by the end of the fifth (5th) business day after we have received it, and you have not requested that we provide you a response in writing, we are not required to provide a written response. However, this exemption does not apply to complaints regarding a declined claim, the value of a claim, or about financial hardship.

EXTERNAL DISPUTE RESOLUTION

If you are dissatisfied with our complaint determination, or we are unable to resolve your complaint to your satisfaction within thirty (30) days, you may refer your complaint to AFCA, subject to its Rules.

AFCA is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission (ASIC). We are a member of this scheme and we agree to be bound by its determinations about a dispute. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

You may contact AFCA at any time at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
O 1800 931 678 (free call)
F +61 3 9613 6399
E info@afca.org.au
W www.afca.org.au

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

PROTECTING YOUR PRIVACY

We collect, disclose and handle your personal information in accordance with the Australian Privacy Principles. Our Privacy Policy may change from time to time and when this occurs, the updated Policy will be posted to our website

HOW TO MAKE A COMPLAINT

If You have a complaint or would like more information about how We manage Your Personal Information, please review Our Privacy Policy for more details, or contact:

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Pantaenius Australia Pty Ltd
33/6 Jubilee Avenue
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NSW 2102
Australia
Phone +61 2 9936 1670
Email complaints@pantaenius.com.au

PLEASE CONTACT US FOR EVERY OTHER ENQUIRY

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