

COMPLAINT PROCEDURES

Medisure Indemnity Australia Pty Ltd are a member of the Financial Ombudsman Service (FOS). We are committed to the fair, transparent and timely resolution of disputes.

The following procedure applies to all AFS licensed entities.

If you are not satisfied with a product, service or possible code breach allegation by your broker or authorised representative, please contact the Director of Medisure Indemnity Australia Pty Ltd whose details are shown on the Contact Page section of this website.

If your complaint is not satisfactorily resolved within 24 hours, please contact our Complaints Officer on 1300 949834 or put your complaint in writing and send it to the:

Complaints Officer
PSC Insurance Brokers
PO Box 577, East Melbourne
Victoria 8004

We will try to resolve your complaint quickly and fairly. The Complaints Officer will acknowledge your complaint in writing and endeavour to resolve the matter within 20 working days of receipt.

If you remain dissatisfied, you have the right to refer your complaint to **the Australian Financial Complaints Authority (AFCA)** for further consideration and/or adjudication. All of our AFS licensed entities are members of this independent facility. Your complaint will be referred to a Case Manager who will conciliate with a view to seeking a solution acceptable to both parties.

If either you or ourselves reject the Case Manager's findings and your complaint remains unresolved, it will be referred to the FOS's Referee who will make a final determination on the resolution of your complaint. The decision of the Referee is binding on us (but not on you).

Further information about AFCA is available from all of our offices.

You can contact AFCA on 1800 931 678
or via email at info@afca.org.au

Their address is GPO Box 3, Melbourne VIC 3001. An online complaint form is also available at the AFCA website:
www.afca.org.au