360 Underwriting Solutions

Customer Satisfaction Policy

Resolving Complaints and Disputes, Celebrating Compliments

Customer satisfaction is important to us and feedback is key to our understanding of our Client's needs and wishes.

We welcome your feedback both complaints and compliments on any of our products, policies, underwriting or claims service, your privacy or an issue related to the conduct of one of our employees or service providers such as investigators, loss adjusters, assessors, surveyors, collection agents or recovery specialists.

Email. executive@360uw.com.au **Tel.** 1800 411 580 **Web.** 360UW.com.au

Complaints

If we haven't met your expectations or you do not agree with a decision we have made please tell us. We have the following process to help you if you wish to make a complaint or manage a dispute:

1. TALK TO US

+ The first step in the process is to contact your Insurance Broker and/or the relevant member of our team
+ The team member will review the matter and escalate to their immediate manager

2. INTERNAL DISPUTE RESOLUTION

+ If you are not satisfied with the outcome from our team, you may request a review via the following options;

  Email our Internal Dispute Resolutions team on
  idr@360uw.com.au
  Free call 1800 411 580
  Mail or in person: Attention IDR Officer
  Suite 3, Level 18 201 Kent Street
  Sydney NSW 2000
+ Your complaint is now considered a dispute
+ The IDR team will then provide you with an acknowledgement outlining the contact details and timeframes
+ We may also request further information from you
+ The IDR team will provide you with a decision within the stipulated timeframes, unless we have agreed an alternative timetable

3. EXTERNAL DISPUTE RESOLUTION

+ If you remain dissatisfied with the decision, you may seek an external review, by lodging your complaint with

  The Australian Financial Complaints Authority (AFCA)
  GPO Box 3, Melbourne, VIC 3001
  Telephone. 1800 931 678
  www.afca.org.au

COMPLIMENTS

If you have received exceptional service from one of our team please let us know. Positive feedback is welcomed and often overlooked. We will pass on your comments to the team member concerned and their immediate manager.

compliance@360uw.com.au

OTHER FEEDBACK

If you have any general feedback or suggestions on how we could do things better please let us know. We regularly review our products and services.

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