

# General Insurance Code of Practice

In accordance with the authorities delegated to 360 Underwriting Solutions Pty Ltd and their subsidiaries, related companies and Authorised Representatives, where we act on behalf of an insurer, we are bound by the General Insurance Code of Practice (The Code). The Code is designed to set minimum standards of practice and service in the insurance industry and requires open, fair and honest dealings with customers.

The Code aims to:

- + promote a better, more informed relationship between insurers and their customers;
- + improve consumer confidence in the general insurance industry;
- + provide fair and effective mechanisms for the resolution of complaints and disputes between insurers and their customers;
- + commit insurers and the professionals they rely upon to higher standards of customer service;
- + to promote continuous improvement of the general insurance industry through education and training.

The Code includes standards covering buying insurance, claims handling, responding to catastrophes and disasters and complaints handling procedures.

For more information on the Code please visit  
[www.codeofpractice.com.au](http://www.codeofpractice.com.au)

360 Underwriting Solutions Pty Ltd, ABN 18 120 261 270, AFSL 319181:

360 Accident & Health Pty Ltd ABN 25 623 247 978 (AR 1262596)  
360 Aviation Pty Ltd ABN 71 626 251 590 (AR 1266052)  
360 Commercial Pty Ltd ABN 73 620 071 650 (AR 1256191)  
360 Commercial Motor Pty Ltd ABN 78 626 251 616 (AR 1266050)  
360 Construction & Engineering Pty Ltd ABN 56 634 130 760 (AR 1278878)  
360 Farm & Regional Pty Ltd ABN 98 088 296 324, AFSL 229939

360 Financial Lines Pty Ltd ABN 72 629 145 357 (AR 1268172)  
360 Landlords Pty Ltd ABN 99 634 062 972 (AR 1288284)  
360 Mid Market Property Pty Ltd ABN 95 648 007 989 (AR 1292305)  
360 Mobile Plant & Equipment ABN 99 634 784 704 (AR 1277429)  
eSentry Underwriting Pty Ltd ABN 46 141 852 842, AFSL 402842