

# General Insurance Code of Practice

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In this document the use of “we”, “our” or “us” means 360 Underwriting Solutions Pty Ltd and its subsidiaries, related entities and Authorised Representatives.

In accordance with the authorities delegated to us, 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.

We have adopted and support the Code and are committed to complying with it. For more information about the Code and your rights under it, please visit [www.insurancecouncil.com.au/cop/](http://www.insurancecouncil.com.au/cop/)

The Code Governance Committee is an independent body that monitors and enforces insurers' compliance with the Code. For more information about the Committee, please visit [www.insurancecode.org.au](http://www.insurancecode.org.au)