



Gallagher Bassett Complaints Handling



ABOUT US

Gallagher Bassett is committed to recognising the importance of client and customer satisfaction and acknowledging their right to seek information about their entitlements or interactions with Gallagher Bassett.

Gallagher Bassett, as a holder of an Australian Financial Services Licence, manages claims on behalf of numerous and varied clients many of which are members of the Insurance Council of Australia and thus General Insurance Code of Practice (the Code) signatories.

The Code has been designed to raise the customer service standards in the Australian insurance industry and protects the rights of policyholders. It's the general insurance industry's promise to be open fair and honest in the way it deals with all its customers.

Gallagher Bassett works closely with each client to ensure claims are managed in compliance with the Code.

If you have a complaint that relates to our services, or the conduct of our representatives such as our employees, loss adjusters, loss assessors, investigators, collection agents or claims team, please contact us.



OUR COMPLAINTS PROCESS

Gallagher Bassett is committed to dealing with client complaints in an honest, efficient, fair, transparent and timely manner.

HOW TO MAKE A COMPLAINT

You can make a complaint via your Insurer, or directly to Gallagher Bassett using the below methods:

Telephone: 1300 975 609
Email: gbtpa@gbtpa.com.au
Mail: Complaints Officer
Gallagher Bassett
GPO Box 14
Brisbane QLD 4001

ACKNOWLEDGMENT OF YOUR COMPLAINT

We will acknowledge your complaint within one business day of receiving it from you, or otherwise as soon as practicable. Following acknowledgment, we will advise you of the name and contact details of the person you will be liaising with regarding your complaint.

COMPLAINT PROCESS

We will keep you informed about the progress of your complaint at least every 10 business days, unless it is resolved earlier or you agree to a different timeframe.

If we have resolved your complaint to your satisfaction by end of the 5th business day after we have received it and you have not requested a response in writing, we are not required to provide you with a written response. This, however, does not apply to any complaints relating to a declined claim, value of a claim or Financial Hardship. Following an investigation of your complaint, you will receive a written response within 30 calendar days provided we have all the information necessary to deal with your complaint. If we need further information we will agree on an alternative timeframe with you.

EXTERNAL DISPUTE RESOLUTION

If we are unable to resolve your complaint within 30 calendar days, we will let you know the reasons for the delay and advise you of your right to refer the matter to the Australian Financial Complaints Authority (AFCA).

AFCA's contact details are below:

Website: www.afca.org.au
Telephone: 1800 931 678
Email: info@afca.org.au
Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

You may refer your complaint to AFCA at any time. Time limits may apply to complain to AFCA so you should act promptly or otherwise consult the AFCA website to find out if a time limit applies to your circumstances.

PRIVACY



PRIVACY COMPLAINTS

Gallagher Bassett are regulated by the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) in relation to all our handling of personal information about individuals.

The APPs regulate what we do, regardless of your location or place of residence, regardless of where personal information is collected or by whom, and regardless of where we handle or disclose personal information about you or allow anyone else to do any of those things.

If you believe that we have not protected your personal information as required under the APPs, and you wish to make a formal complaint about a possible breach, you are able to contact our Risk and Compliance Department on

National Privacy Manager/ Compliance Department

Mail: Gallagher Bassett Services Pty Ltd
GPO Box 14
BRISBANE QLD 4001

Phone: +61 7 3005 1900

You may also email full details of your complaint to privacy@gbtpa.com.au. Your complaint will be managed via Gallagher Bassett's Internal Privacy Complaint Procedure. This Procedure assures you of a timely and accurate response to your complaint.

Any unresolved complaints should be referred to the Australian Information Commissioner. For further information on Privacy, please visit the Australian Government – Office of the Australian Information Commissioner Website at www.oaic.gov.au.

We may change our Privacy Statement from time to time. The current version is available on our website located at www.gallagherbassett.com.au or you may request that Gallagher Bassett provide you with a copy by post, email or other form. We do not charge for this service.