

London Australia Underwriting Pty Ltd Complaints and Dispute Resolution Policy

London Australia Underwriting Pty Ltd (LAUW), AFS Licence No. 295894, treats all complaints about the products and services we provide seriously. If you are dissatisfied in any way, then you may lodge a complaint using our complaints process.

If you have a complaint

Please address your complaint to:

Complaints Manager

London Australia Underwriting Pty Ltd

Suite 201, Level 2

272 Pacific Highway

Crows Nest NSW 2065

Email: enquiry@lauw.com.au

Telephone: 02 8912 6400

Alternatively, you can complete the contact form on our website.

There will be no cost to you for handling your complaint.

Your complaint will be acknowledged within one business day. You will receive a response to your complaint within five business days, provided we have all necessary information and have completed any investigation required. You will be kept informed of the progress of your complaint at least every 10 days.

The final decision will be provided to you within 30 days of the date on which you first made the complaint.

If the decision does not resolve your complaint to your satisfaction, you will have the right to take your complaint to the next stage of the complaints process.

External dispute resolution

If your complaint is not resolved to your satisfaction following our complaints process or if your complaint is not resolved within 30 days of receipt, you may be entitled to take your complaint to the Australian Financial Complaints Authority (AFCA), subject to its terms of reference.

Where the decision has not satisfactorily resolved your complaint, you need to do this within two years of our final decision. AFCA is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission (ASIC). Its service is free to consumers. To contact AFCA:

Australian Financial Complaints Authority

GPO Box 3

Melbourne, Vic 3001

Telephone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au