

Complaints Procedure (Privacy)

Contact us and tell us about your complaint. We will do our best to resolve it quickly. Corporate Insurance Brokers has established a free dispute resolution scheme (details of which are set out below) to meet the statutory requirements of The Privacy Amendment (Private Sector) Act 2000, and best practice procedures recommended by the Privacy Commissioner.

Should you not be satisfied:

You may request the matter to be considered by the Corporate Insurance Brokers' Internal Disputes Resolution Committee. This Committee is comprised of members of CIB's senior executive team.

A request for referral of your complaint to this Committee must be made in writing to:

- The Privacy Officer Corporate Insurance Brokers.

Except in the most unusual cases, the Committee will consider your complaint and advise you of its decision within 21 days of receiving your written request for referral.

If you remain dissatisfied with our decision after you have received a written response from the Corporate Insurance Brokers' Internal Disputes Resolution Committee you may progress the matter to the Privacy Commissioner.

You can contact the Privacy Commissioner by writing to:

- The Director of Complaints
Office of the Federal Privacy Commissioner
GPO Box 5218
Sydney NSW 1042
- Or by telephoning 1300 363 992.
- Or visiting the Privacy Commissioner's Web Site at www.privacy.gov.au

Nothing of course denies your statutory rights to make a direct complaint about interference with your privacy to the Privacy Commissioner in accordance with The Private Sector Act.

Complaints Procedure (General)

Contact us and tell us about your complaint. We will do our best to resolve it quickly. Corporate Insurance Brokers has established a free dispute resolution scheme (details of which are set out below) to meet the statutory requirements of the Corporations & Securities Legislation, and best practice procedures recommended by the Australian Securities and Investments Commission (ASIC).

Should you not be satisfied:

You may request the matter to be considered by the Corporate Insurance Brokers' Internal Disputes Resolution Committee. This Committee is comprised of members of CIB's senior executive team.

A request for referral of your complaint to this Committee must be made in writing to:

- The Complaints' Officer Corporate Insurance Brokers.

Except in the most unusual cases, the Committee will consider your complaint and advise you of its decision within 21 days of receiving your written request for referral.

If you remain dissatisfied with our decision after you have received a written response from the

Corporate Insurance Brokers' Internal Disputes Resolution Committee you may progress the matter to the Financial Ombudsman Service (FOS).

You can contact the Financial Ombudsman Service (FOS) by writing to:

- Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
- Or by telephoning 1300 780 808.
- Or visiting the FOS's Web Site at www.fos.org.au

How to contact us

If you wish to gain access to your personal information, or you want us to correct or update it, or you have a complaint about a breach of your privacy, or a complaint or query relating to our Products and Services, contact our Office during business hours on:

Telephone: (02) 6686 4488
Mail: Po Box 959 Ballina NSW 2478.
Email: info@cibb.com.au