

How to Complain

If you have any queries about your policy or the handling of a claim, please contact your Broker. However, if you have a problem concerning any aspect of your insurance please contact:

Talbot Underwriting Australia
Level 9, 1 O'Connell Street
Sydney, NSW 2000
Australia
Telephone: +61 2 8038 0150

We will respond to your complaint within 15 business days provided we have all necessary information and have completed any investigation required. Where further information, assessment or investigation is required, we will agree to reasonable alternative timeframes with you. You will also be kept informed of the progress of your complaint.

In the unlikely event that this does not resolve the matter or you are not satisfied with the way your complaint has been dealt with, you should contact:

Lloyd's Australia Limited
Level 9, 1 O'Connell St
Sydney, NSW 2000
Telephone: (02) 8298 0783
Facsimile: (02) 8298 0788
Email: ldraustralia@lloyds.com

If your dispute is not resolved in a manner satisfactory to you, you may refer the matter to:

- the Financial Ombudsman Service Australia **if lodged before 1 November 2018:**
Online: www.fos.org.au
Email: info@fos.org.au
Phone: 1800 367 287
Mail: Financial Ombudsman Service Limited GPO Box 3 Melbourne VIC 3001; or
- the Australian Financial Complaints Authority **if lodged on or after 1 November 2018:**
Online: www.afc.org.au
Email: info@afc.org.au
Phone: 1800 931 678
Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001