

We strive to keep our customers happy and take complaints about our service very seriously. If you have a matter you wish to discuss, please contact our office on 1300 389 083 and we will put you through to someone who can work to resolve your concern in a timely matter.

iBroker Pty Ltd conforms to the requirements of the General Insurance Code of Practice. If your complaint cannot be resolved to your satisfaction, you have the right to refer the matter to the Financial Ombudsman Service (FOS). They can be contacted:

By post to:

Financial Ombudsman Service Limited (FOS)
GPO Box 3
Melbourne VIC 3001

By telephone:

Toll Free: 1300 780 808

By email:

info@fos.org.au

If you require any further information about any of these procedures, please contact our office during business hours.