

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.

**Telephone:**

1300 389 083

I Broker 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 Australian Financial Complaints Authority (AFCA). They may be contacted:

**By Website:**

[www.afca.org.au](http://www.afca.org.au)

**By telephone:**

Toll Free: 1800 931 678

**By email:**

[info@afca.org.au](mailto:info@afca.org.au)

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