

# Complaints & Disputes

## ***What should I do if I have a complaint?***

1. If you have any complaints about the service provided to you, please contact our office on 1300 558 158.

3. If your complaint is not satisfactorily resolved within 24 hours, please contact Empire Insurance Services' (EIS) Complaints Officer on telephone number (03) 9290 9200 or put your complaint in writing to [meg@empireis.com.au](mailto:meg@empireis.com.au) or send it to us at:

Complaints Officer

Empire Insurance Services

Level 3, Building 7

Botanicca Corporate Park

570-588 Swan Street

Richmond, VIC 3121

*Please mark the envelope "Notice of Complaint"*

We will endeavor to resolve your problem openly and fairly and within 21 days.

4. EIS is a member of the Financial Ombudsman Services (FOS). If your complaint cannot be resolved to your satisfaction by us you have the right to refer the matter to FOS. FOS can be contacted on 1300 780 808, Fax (03) 9613 6399, email [info@fos.org.au](mailto:info@fos.org.au) or via their website [www.fos.org.au](http://www.fos.org.au). If the dispute remains unresolved after a further 20 days, it will be referred to the FOS Referee whose decision is binding on us (but not on you).

In some circumstances a complaint or dispute may arise between you and the insurance provider. In such circumstances EIS will assist you with details of the insurers Internal Dispute Resolution process and, if the dispute remains unresolved access to the Financial Ombudsman Service (FOS).