



## Complaints and Disputes

At Barrenjoey Lifestyle Pty Limited t/as Barrenjoey Insurance Brokers we are committed to the fair, transparent and timely resolution of complaints and disputes. We have a detailed internal complaints and dispute resolution process. Should you have a complaint or a dispute about our services, please contact us on the details below and we will do our best to resolve the matter quickly.

Complaints Officer: Mr John Phillips

Address: Suites 17-20 Bowling Green Lane,

Avalon Beach NSW 2107

Telephone: (02) 9918-6744

Email: [info@bjins.com.au](mailto:info@bjins.com.au)

As part of our commitment, we are also a member of the Australian Financial Complaints Authority (AFCA), a dispute resolution service which is accessible to clients free of charge in the event that you believe a complaint or dispute has not been satisfactorily dealt with by us. If your complaint or dispute cannot be resolved to your satisfaction, you have the right to refer the matter to AFCA. They may be contacted at:

Mailing address: Australian Financial Complaints Authority, PO Box 3, Melbourne, VIC 3001

Ph: 1800 931 678

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

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

### **Insurance Brokers Code of Practice**

Barrenjoey Insurance Brokers is a member of the National Insurance Brokers Association (NIBA) and is bound by their Code of Conduct. We also subscribe to the Insurance Brokers Code of Practice. The code sets minimum service standards that you may expect from us. A copy of the Insurance Brokers Code of Practice can be found on NIBA's website [https://www.niba.com.au/wp-content/uploads/2021/07/NIBA\\_Code\\_2014-compressed.pdf](https://www.niba.com.au/wp-content/uploads/2021/07/NIBA_Code_2014-compressed.pdf) or AFCA <https://www.afca.org.au/about-afca/codes-of-practice/insurance-brokers-code-of-practice>