

EBM

Complaint Procedure



When a client makes a complaint, it is an opportunity for EBM to demonstrate our commitment to excellent service. Our aim is to turn any client's frustration into satisfaction.

- If you have a complaint or dispute that has NOT been resolved to your satisfaction, we have a person dedicated to resolving these matters.
- If you would like to refer your unresolved complaint or dispute to our Complaints Manager, please complete our Client Complaint Form.

Our Complaints Manager is responsible for:

- Attempting to resolve all client complaints and disputes which have not been resolved;
- Managing all complaints and disputes with clients;
- Advising clients of their rights to lodge complaints with the Australian Financial Complaints Authority (AFCA); and
- Liaising with the AFCA;

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Phone: 1800 931 678
Website: www.afca.org.au

Sydney

Level 4, 151 Castlereagh Street
Sydney NSW 2000
P: 02 9276 6999
F: 02 9276 6998

Melbourne

8 Redfern Road
Hawthorn East VIC 3123
P: 03 9425 1888
F: 03 9425 1800

Perth

1162 Hay Street
West Perth WA 6005
P: 08 9213 4567
F: 08 9213 4566

Gold Coast

Level 8, 64 Marine Parade
Southport QLD 4215
P: 07 5555 6222
F: 07 5555 6255

Bunbury

4 Victoria Street
Bunbury WA 6230
P: 08 9781 4744
F: 08 9781 4745

Kalgoorlie

47-49 Boulder Road
Kalgoorlie WA 6430
P: 08 9080 1700
F: 08 9080 1701

Geraldton

65a Forrest Street
Geraldton WA 6530
P: 08 9920 4777
F: 08 9920 4778

Karratha

The Pelago West,
Warambie Road
Karratha WA 6714
P: 08 9143 2700
F: 08 9143 2701

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We are committed to meeting if not exceeding your expectations whenever possible. As much as we all dislike receiving complaints, we recognise that dissatisfied clients have a right to complain and to have their complaint handled impartially and promptly.

If your complaint has not been resolved to your satisfaction please complete the details below and return to:

Complaints Manager
EBM
PO Box 1065
West Perth WA 6872
Email: ebm@ebm.com.au

Our Complaints Manager will generally contact you within 24 hours.

Privacy

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your insurance and/or financial planning needs. We only provide your information to insurance companies, underwriting agencies, wholesale brokers and premium funders with whom you choose to deal (and their representatives). We do not trade, rent or sell your information. If you don't provide us with full information, we can't properly advise you and you could breach your duty of disclosure. You can check the information we hold about you at any time.

For more information about our Privacy Policy, ask us for a copy or view here. By completing the request below, I certify that I am aware that any collection of personal information is used in accordance with EBM's Privacy Policy.

Name: _____ Date: _____

Type of Policy: _____ Policy Number(s): _____

Daytime Phone Number: _____ Email Address: _____

Who at EBM were you dealing with?: _____

Details of your Complaint/Dispute: _____

If you are still not satisfied, we subscribe to the Australian Financial Complaints Authority (AFCA) which handles complaints against brokers relating to a variety of small business and domestic insurance matters. You can refer your complaint to AFCA, this is a free consumer service and any decision they make is binding on us but not on you. The AFCA is contactable on 1800 931 678 or www.afca.org.au.

