

Working together to resolve complaints & disputes



Our commitment to you

Ansvr Insurance places the highest importance on providing you with prompt, efficient and friendly service including the protection of your privacy. We genuinely welcome feedback as an opportunity to improve our customers' experience with us.

This brochure outlines our commitment to you under the General Insurance Code of Practice (the Code) and the Privacy Act 1988 (Cth) (Privacy Act).

Your Privacy and the Privacy Act

We are committed to protecting your privacy and complying with the Privacy Act and the Australian Privacy Principles.

We collect, use and disclose personal information only where necessary to provide our insurance products and services, manage our relationship with you, and assess and process claims. This information is generally collected when you apply for, enquire about or renew a policy, make a claim, or from parties involved in a claim. If you do not provide this information, we may be unable to offer our products or services.

We may disclose your personal information within Ansvr and to trusted third parties (such as agents, lawyers, insurers and service providers), including overseas providers, to perform services on our behalf. These parties are bound by confidentiality obligations and must comply with the Privacy Act and the Code.

You can request access to your personal information to correct your personal information, make a privacy complaint, or contact our Privacy Officer privacy@ansvar.com.au with any privacy-related enquiry. If you are not satisfied with our response to a privacy complaint, you may contact the Office of the Australian Information Commissioner.

For more information, please refer to our Privacy Policy available on our website: [Privacy Policy | Ansvr Insurance Limited](#).

Complaints and Disputes

If you are dissatisfied with our products, services, claims handling, complaint handling, handling of your personal information, or any other aspect of your experience with us, please contact us using the details in the Contact Us section below.

Ansvr is committed to resolving any complaints in a fair, timely and effective manner. Once we receive your complaint, we will acknowledge receipt within 24 hours and a member of our team will begin working on a resolution.

We aim to resolve your complaint as quickly as possible, providing a final response within 30 calendar days after receiving all necessary information.

Internal Dispute Resolution (IDR)

If you are not satisfied with the resolution or believe further review is necessary, you can request an internal review by our Disputes Resolution Committee.

To request an internal review, please contact us using the details in the Contact Us section below.

Our service team will contact you if they require further information. If there is a delay, then we will notify you and inform you when we will provide you with a response.

External Dispute Resolution (EDR)

If you are not satisfied with our final response, or if we do not resolve your complaint within the required timeframe, you can contact the Australian Financial Complaints Authority (AFCA). AFCA provides fair, free and independent dispute resolution services for financial complaints. You can contact AFCA directly using the details below:

Website: www.afca.org.au

Phone: 1800 931 678

Email: info@afca.org.au

Post:
Australian Financial Complaints Authority Limited
GPO Box 3, Melbourne, Victoria 3001

Interpreter services

We can connect you to over 300 languages through independent interpreter services. If you require interpreter services, please let us know and one of our team members will assist you.

Support for customers experiencing vulnerability or financial hardship

We recognise that some customers may need support due to their personal circumstances. If you need support, please let us know so we can consider what assistance may be appropriate. More information about support for customers experiencing vulnerability or financial hardship is available on our website or by contacting us using the details in the Contact Us section below.

Contact Us

For complaints, privacy enquiries, support with vulnerability or financial hardship, or interpreter assistance, please contact us using the details below:

Ansvr Insurance Limited

Phone: 1300 650 540

Email: complaints@ansvar.com.au

Website: ansvar.com.au

Postal Address:
GPO Box 1655 Melbourne VIC 3001

Registered Office:
Level 5, 1 Southbank Boulevard
Southbank VIC 3006