



Complaints Handling

Platform Partners Pty Ltd (including our Corporate Authorised Representatives) ("we", "us" or "our") , are committed to handling complaints fairly, efficiently and in accordance with the General Insurance Code of Practice and applicable regulatory requirements.

How to Make a Complaint

If you are dissatisfied with any aspect of our products, services, claims handling, financial hardship assistance or the conduct of our staff or representatives, please contact us:

Email: contact@platformpartners.au

Post:

Compliance Manager
Platform Partners Pty Ltd
Level 25, 100 Mount Street
North Sydney NSW 2060

To assist us in resolving your complaint, please provide your name, contact details, policy or claim number (if applicable), and a brief description of your concerns.

Our Complaint Handling Process

We will acknowledge your complaint promptly and investigate the issues raised.

Expected Timeframes

- **Acknowledgement:** Within 1 business day of receiving your complaint.
- **Investigation:** We will review the information provided and may contact you for further details if required.
- **Progress Updates:** If the matter is ongoing, we will provide updates at least every 10 business days.
- **Final Response:** We aim to provide a written response within 30 calendar days of receiving your complaint.

If we are unable to provide a final response within 30 days, we will explain the reason for the delay, advise when you can expect a decision, and inform you of your right to escalate the matter to AFCA.

Escalation Process

If you are not satisfied with the outcome of your complaint, you may request that it be escalated for further review by our senior management or Compliance Manager.

Upon escalation:

- A senior reviewer who was not directly involved in the original decision will review the matter where appropriate.
- We will consider any additional information you provide.
- We will communicate the outcome of the review as soon as practicable.

We aim to complete any internal escalation review within **10 business days**, although more complex matters may require additional time.

Financial Hardship and Vulnerability Support

If you are experiencing financial hardship or require additional support due to vulnerability, please let us know. We are committed to providing appropriate assistance and considering requests in accordance with the General Insurance Code of Practice.

External Dispute Resolution

If you remain dissatisfied with our response, or we have not resolved your complaint within 30 calendar days, you may refer your complaint to the:

Australian Financial Complaints Authority (AFCA)

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

Mail: GPO Box 3, Melbourne VIC 3001

AFCA is an independent and free external dispute resolution service for eligible consumers and small businesses.

For Lloyd's-related matters that fall outside AFCA's jurisdiction, alternative dispute resolution arrangements may be available.

Our Commitment

We treat complaints as an opportunity to improve our services and are committed to resolving concerns fairly, respectfully and as quickly as possible.