

Life, Investments & Superannuation Factsheet-Complaint

Zurich is committed to customer service and is a signatory to the Life Insurance Code of Practice.

Complaints Resolution Process

In a number of circumstances where you don't require a written response, we will resolve your complaint within 5 business days.

For Life Insurance and Investment complaints, we will respond in writing to your complaint as soon as possible, however no later than 45 days, if we have all the information required. Where necessary, we may write to you for additional relevant information, or to ask for an additional 14 days to resolve the complaint.

If we cannot meet this timeframe because additional information or investigation is required, we will notify you in writing within those 45 days about the delay, and inform you of your right to take the complaint to the Financial Ombudsman Service (FOS).

For Life Insurance and Investment complaints, if you are not satisfied with the outcome of the complaint resolution process, or where we have not been able to resolve your complaint within 45 calendar days, you may refer the matter to FOS, an independent and external dispute resolution scheme free of charge.

FOS contact details are:
The Financial Ombudsman Service
Freecall: 1800 367 287
Post: GPO Box 3, Melbourne, Victoria 3001
Website: www.fos.org.au
Email: info@fos.org.au

For Superannuation complaints, the Superannuation Fund Trustee is required by the Superannuation (Resolution of Complaints) Act 1993 to provide a Final Response within 90 calendar days of its receipt by the Superannuation Fund

Trustee. If we cannot meet this timeframe we will notify you in writing within those 90 days that you may have a right to take your complaint to the Superannuation Complaints Tribunal (SCT).

SCT contact details are:
Superannuation Complaints Tribunal
Freecall: 1300 884 114
Post: Locked Bag 3060, Melbourne, Victoria 3001
Website: www.sct.gov.au
Email: info@sct.gov.au

In accordance with the Code, in a number of circumstances, you may request for copies of certain documents and information we relied on in assessing your complaint about a life insurance claim. We will respond to your request within 10 business days.

Contact Details

If you have a complaint about your claim or the service you have received from us, please contact us directly on 131 551 or write to us at:

Zurich Australia Limited
Zurich Investment Management Limited
Zurich Australian Superannuation Limited
PO Box 677
North Sydney, NSW 2059
Email: complaints.service@zurich.com.au

We will notify you of the person assigned to liaise with you in relation to your complaint.

If your complaint is about someone recommending or providing advice in relation our products who is not our authorised representative, we will tell you how you can have the matter addressed.