



INSURANCE  
BROKERS

## **COMPLAINTS AND DISPUTES HANDLING**

**AFA Insurance Brokers Pty Ltd operates under AFS License No: 243506**

AFA Insurance Brokers Pty Ltd (**AFAIB**) management and staff have commitment to efficient and fair resolution of complaints. Our company demonstrates a culture that acknowledges clients' rights to complain and which actively solicits feedback from clients. Please contact us if you have any complaints about our services.

### **Complaints Officer**

Riccardo Lelli

### **AFA Insurance Brokers Pty Ltd**

Suites C103-C103, Building 1, Level 1  
19c Kitchener Drive, Darwin Waterfront NT 0800

GPO Box 4007, Darwin NT 0801

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Fax Number: (08) 89816572  
Email Address: [afaib@afib.com.au](mailto:afaib@afib.com.au)  
Website: [www.afaib.com.au](http://www.afaib.com.au)

We are a member of the Australian Financial Complaints Authority (AFCA), an External Dispute Resolution Body. If your complaint cannot be resolved to your satisfaction within fifteen (15) business days, you have the right to refer the matter to the AFCA. Contact details are;

Australian Financial Complaints Authority (AFCA),  
GPO Box 3  
Melbourne VIC 3001

Phone Number: 1800 931 678 (9am – 5pm AEST/AEDT)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)