



Customer Complaints Resolution Policy

CUSTOMER COMPLAINTS RESOLUTION POLICY

FUTURE INSURANCE GROUP INTERNATIONAL PTY LTD (FiGi LIFE)

Future Insurance Group International Pty Ltd (FiGi Life) (ABN 68 619 183 149, AFSL 506558) is an underwriting agency formed in 2017 and provides lifestyle related insurance products.

FiGi Life has arranged this insurance which is issued by Agile Underwriting Services Pty Ltd (ABN 48 607 908 243, AFSL 483374) an agency acting on behalf of the insurer Certain Underwriters at Lloyd's.

HOW WE CAN HELP YOU

At FiGi Life we take the concerns of our customers very seriously. We have detailed complaints handling and dispute resolution procedures that you may access, at no cost to you. To obtain a copy of our procedures, please contact us at complaints@figilife.com.au.

To assist us with your enquiries, please provide us with either your claim or policy number (if applicable) and as much information you can about the reason for your complaint or dispute. Our complaints and dispute procedures are as follows:

Stage 1 – Complaint Handling Procedure

If you are dissatisfied with any of our products or services and wish to lodge a complaint, please contact us at:

The Complaints Officer
Future Insurance Group International Pty Ltd
PO Box 6479
Baulkham Hill
2153

complaints@figilife.com.au

Request a call back on our Contact Us page www.figilife.com.au.

We will respond to your complaint within ten (10) business days, or if further investigation or information is required, we will work with you to agree on reasonable alternative timeframe.

Stage 2 – External Dispute Resolution

If your complaint or dispute is not resolved to your satisfaction or a final response has not been provided within thirty (30) days, you may refer the matter to the Australian Financial Complaints Authority (AFCA) for review. AFCA provides a free and independent dispute resolution service for consumers who have general insurance disputes falling within its terms of reference and its contact details are:

AFCA
GPO Box 3
Melbourne
VIC
3001

1800 931 678

info@afca.org.au