

# COMPLAINTS & DISPUTES

## Complaints

If you are dissatisfied with the service you have received from Verve Insurance Pty Ltd authorised representative of Strata Solutions International Pty Ltd trading as Strata Insurance, you should contact Strata Solutions International Pty Ltd without delay. We will endeavour to resolve your complaint quickly and fairly. Our Complaints Officer can be contacted at [complaints@stratainsurance.net](mailto:complaints@stratainsurance.net)

Strata Solutions International Pty Ltd, is a member of an external dispute resolution scheme called the Australian Financial Complaints Authority (AFCA). If we are unable to resolve your complaint or if you are unhappy with the way the complaint was resolved, you have the right to refer the dispute to AFCA.

## Internal Dispute Resolution

Strata Solutions International Pty Ltd subscribes to the **Insurance Brokers Code of Practice** and is a member of the **Australian Financial Complaints Authority (AFCA)**. As part of the Code obligations, we are committed to the fair, transparent and timely resolution of disputes. If you are unhappy with any of our services please lodge your complaint in writing or contact our Complaints Manager Neil Bird.

We will acknowledge your complaint in writing and genuinely attempt to resolve your complaint fairly and efficiently within 20 days through our internal disputes resolution system.

### Contact details are as follows:

Neil Bird  
Strata Solutions International Pty Ltd  
03 9597 0357  
[contacts@stratainsurance.net](mailto:contacts@stratainsurance.net)

We will keep you informed about how we handle your complaint and provide you with reasons for our decisions. If we require further information to determine or resolve your complaint, then we will inform you of this and agree with you an appropriate time frame, keeping you informed of the progress.

## External Dispute Resolution

If your complaint cannot be resolved to your satisfaction within 20 business days, you have the right to refer the matter to Australian Financial Complaints Authority (AFCA) for further consideration and/or review. AFCA is an ASIC approved external dispute resolution service accessible to clients free of charge.

### Contact details are as follows:

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

Toll Free: [1800 931 678](tel:1800931678) Email: [info@afca.org.au](mailto:info@afca.org.au)  
An online complaint form is also available at [www.afca.org.au](http://www.afca.org.au)

