

## SHANNONS BRANCHES

### Australian Capital Territory

Unit 1, 74 Newcastle Street, Fyshwick 2605

### New South Wales

Unit B, 12 Frederick Street, St Leonards 2065

### Northern Territory

Hidden Valley Motor Sports Park,  
Hidden Valley Road, Berrimah 0828

### Queensland

3-11 Ross Street, Newstead 4006

### South Australia

863-865 South Road, Clarence Gardens 5039

### Tasmania

337-341 Argyle Street, North Hobart 7000

### Victoria

321 Warrigal Road, Cheltenham 3192

### Western Australia

152 Burswood Road, Burswood 6100

**Call 13 46 46 for the cost of a  
local call from anywhere in Australia.**



**SHARE THE PASSION**

**National Claims Fax: 1300 794 662**

Agent for Insurer & Authorised Representative

**Shannons Limited**

ABN 91 099 692 636 Authorised Representative No. 239594

Insurer & Licensee

**Australian Alliance Insurance Company Ltd**

ABN 11 006 471 709 Australian Financial Services Licence No. 235011

SC 18/12/06



**SHARE THE PASSION**

**HOW WE  
RESOLVE  
YOUR  
COMPLAINTS**

## What to do if you have a complaint

### **Our goal is to have you as a happy, long-term customer. We want you to be completely satisfied in all your dealings with us.**

Shannons is committed to dealing with our customers by:

- listening carefully to what you tell us;
- being accurate and honest in telling you about our products and services;
- communicating with you professionally and in plain language; and
- resolving any complaints or concerns you have with us.

So if you think we have let you down in any way, or our service is not what you expect (even if through one of our sub-contractors) please let us know so we can help.

### **How to tell us when you are not happy (or even if you just want to clarify something)...**

You can tell us:

#### **By phone**

If you have a complaint please phone **13 46 46**. If we are unable to resolve the matter over the phone, we will ask you to put it in writing.

#### **In writing**

Send us the full details of your complaint, including any supporting documents and evidence, and explain what you would like us to do. Please address this information to your nearest Shannons branch. These are listed on the back of this brochure.

#### **In person**

Come in and talk to us, face to face at your local Shannons branch.

### **Rest assured... This is what we will do...**

If you phone, you will be told the name of the most appropriate person to deal with the matter. If you write to us, your letter will be directed to the correct person.

In either case:

- your complaint will be handled by the person who has authority to deal with it; and
- this person will consider the facts and contact you to resolve your complaint as soon as possible, usually within 24 hours of receipt.

If this person is not able to resolve the matter to your satisfaction, then it will be referred to a Dispute Resolution Manager who has the authority to deal with it and you will be contacted within five business days.

If this person is not able to resolve the matter to your satisfaction, then it will be referred to the Chief Executive. You will be sent our final decision in writing within 15 business days from the date you first made your complaint.

### **And if your complaint remains unresolved...**

We expect our procedures will deal fairly and promptly with your complaint. However if you remain dissatisfied you also have external dispute resolution options such as mediation, arbitration or legal action.

You can also raise certain complaints directly with the Insurance Ombudsman Service (Service). This is an independent body and its service is free to you. We agree to accept the Service's decision. Again, you have the right to take legal action if you don't accept the Service's decision.

### **You can write to them at:**

Insurance Ombudsman Service Limited  
PO Box 561  
Collins Street West  
Melbourne VIC 8007

### **or phone:**

1300 78 08 08  
for the cost of a local call anywhere in Australia.