



Lion Underwriting PTY LTD

(07) 3445 6300

Unit 7, 16 - 18 Riverland Drive,  
Loganholme, QLD, 4129

[lionunderwriting.com.au](http://lionunderwriting.com.au)

# WHAT TO DO IF YOU HAVE A COMPLAINT (NON-LLOYD'S POLICIES)

## HOW CAN WE HELP YOU?

You can make a complaint about any aspect of your relationship with us, including your policy or claim and our service, staff or handling of a complaint.

If you wish to make a complaint our contact details are:

Telephone: +61 (7) 3445 6300  
Email: [complaints@lionunderwriting.com.au](mailto:complaints@lionunderwriting.com.au)  
Post: Lion Underwriting Pty Ltd  
Unit 7, 16 - 18 Riverland Drive,  
Loganholme, QLD 4129

We will attempt to resolve it in accordance with our Internal Dispute Resolution ("IDR") procedure, which complies with Code, ASIC guidelines, and our commitment below.

## OUR COMMITMENT TO YOU

As part of our IDR procedure, we will:

- Acknowledge your complaint
- Provide you with the name and contact details of the person assigned to reviewing it
- Do our utmost to resolve the complaint to your satisfaction within 10 business days
- If we cannot resolve your complaint within 10 business days, we will provide updates every 10 business days, unless you agree to a different timeframe
- Provide a final decision within 30 calendar days of the date on which you first made your complaint
- If we cannot provide a final decision in this timeframe, we will tell you, in writing, the reasons for the delay and your right to take the complaint to the Australian Financial Complaints Authority (AFCA)
- Give you the information we relied on when making a decision about your complaint within 10 business days of you asking for it

Depending on the outcome of our review, we may refer your complaint to the insurer, who will determine whether it will be reviewed further by their office.

## EXTERNAL REVIEW

You may refer your complaint to AFCA at any time. If your complaint is not resolved to your satisfaction within 30 calendar days of the date on which you first made the complaint, AFCA may review it, subject to its Rules.

AFCA's contact details are:

Telephone: 1800 931 678  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Post: Australian Financial Complaints Authority GPO Box 3  
Melbourne, VIC 3001

Your complaint must be referred to AFCA within 2 years of the final decision, unless AFCA considers special circumstances apply. If your complaint is not eligible for consideration by AFCA, you may seek independent legal advice.

## HOW MUCH WILL THIS PROCEDURE COST YOU?

This service is free of charge.