

Ascend Insurance Advice Network Pty Ltd ABN 14 000 106 203, AFSL 237973, subscribes to the Insurance Brokers Code of Practice. We treat all complaints seriously and we are committed to providing outstanding services to our clients. We believe in providing our services fairly, efficiently, and honestly therefore, if you are dissatisfied in any way, please contact us at:

Matthew Driscoll
Ascend Insurance Advice Network Pty Ltd
PO Box 6865, Norwest NSW 2153
Email: matthewd@ascendinsuranceadvice.com.au
Telephone: 02 8397 8228

There will be no cost to you for us handling your complaint.

We will acknowledge your complaint within 24 hours and respond to your complaint within 5 business days providing we have all the necessary information and have completed any investigation that may be required.

Where we are unable to respond within 5 business days because we do not have all the necessary information or our investigation has not been completed, we will provide a written response within 30 calendar days from the date on which you first made the complaint.

We will keep you informed of the progress of our response to your complaint every 10 business days.

We will respond to your complaint in writing and inform you of:

- our decision in relation to your complaint
- the reasons for our decision

If our decision does not resolve your complaint to your satisfaction or we are unable to resolve your complaint to your satisfaction within 30 calendar days, you will have the right to take your complaint to the Australian Financial Complaints Authority (AFCA), subject to its Terms of Reference. Should you choose to take your complaint to AFCA, you have two years in which to lodge the complaint with AFCA from the date of our final decision.

AFCA is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission (ASIC). This is a free service to consumers. AFCA can be contacted as follows:

Australian Financial Complaints Authority
GPO Box 3
Melbourne, Vic 3001
Telephone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au