

THE FINANCIAL OMBUDSMAN SERVICES LIMITED

We subscribe to Financial Ombudsman Services Ltd (FOS) which is an independent consumer services organisation.

FOS is available to review disputes by clients against brokers in relation to certain classes of insurance, following failure to achieve a satisfactory resolution through the Broker's Internal Dispute Resolution process. The classes of insurance covered are:

- Motor Vehicle (comprehensive, third party property damage only or extended third party property damage policies for vehicles up to 2 tonne carrying capacity)
- Home Buildings & Home Contents
- Sickness & Accident
- Consumer Credit
- Travel
- Other contracts of insurance that insure personal & domestic property
- Small Business

Further information on the FOS can be obtained by contacting the Financial Ombudsman Service Limited as follows:

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F: 03 9613 6399

Email: info@fos.org.au

Website: www.fos.org.au