



GENERAL INSURANCE CODE OF PRACTICE

The Insurance Council of Australia Limited has developed the General Insurance Code of Practice (“the Code”), which is a voluntary self-regulatory code. The Code aims to raise the standards of practice and service in the insurance industry. Lloyd’s has adopted the Code on terms agreed with the Insurance Council of Australia.

For further information on the Code please visit www.codeofpractice.com.au. The Code Governance Committee (CGC) is an independent body that monitors and enforces insurers’ compliance with the Code. For more information on the Code

Governance Committee (CGC) go to www.insurancecode.org.au

DO YOU HAVE A COMPLAINT?

We aim to provide you with superior service standards and quality support. However, if you have any concerns or wish to make a complaint in relation to our services, your policy, any of our terms or conditions, or your insurance claim, please reach out to us on the below details, and we will attempt to resolve your concerns in accordance with our Internal Dispute Resolution (IDR) policy below.

Step 1

Please contact Artisan Underwriting Pty Ltd in the first instance:

Managing Director, Artisan Underwriting Pty Ltd

Email: info@artisanuw.com.au

Telephone: 02 7259 8389

Post: PO Box Q1082, QVB NSW 1230

Once received, we will do our best to resolve your concerns or complaints within 10 business days.

Step 2

If for whatever reason we cannot resolve your complaint to your satisfaction and your policy is held with Lloyd’s, we will escalate your matter to Lloyd’s Australia who will determine whether it will be reviewed by their local office or the Lloyd’s UK Complaints team.

Lloyd’s Australia will have a final written decision provided to you within 30 calendar days of the date on which you first made the complaint unless certain exceptions apply.

Lloyd’s Australia’s contact details are:

Lloyd’s Australia Limited

Email: idraustralia@lloyds.com

Telephone: (02) 8298 0783

Post: Suite 1603 Level 16, 1 Macquarie Place, Sydney NSW 2000





WHAT IF YOUR COMPLAINT IS NOT RESOLVED?

You may refer your complaint to the Australian Financial Complaints Authority (AFCA), if your complaint is not resolved to your satisfaction within 30 calendar days of the date on which you first made the complaint or at any time. AFCA can be contacted as follows:

Telephone: 1800 931 678

Email: info@afca.org.au

Post: GPO Box 3 Melbourne VIC 3001

Website: www.afca.org.au

Your complaint must be referred to AFCA within two years of the final decision, unless AFCA considers special circumstances apply. If your complaint is not eligible for consideration by AFCA, you may be referred to the Financial Ombudsman Service (UK) or you can seek independent legal advice. You can also access any other external dispute resolution or other options that may be available to you.

ADDITIONAL SUPPORT SERVICES

If required, Artisan Underwriting Pty Ltd also offer a Family Violence Policy, located on our website.

PRIVACY

All documents and data is handled in accordance with our Privacy Policy that can be located on our website – www.artisanuw.com.au

