

General Insurance Code of Practice

In accordance with the authorities delegated to the Austagencies Group of Companies and their Related Body Corporates where we act on behalf of an insurer, we are bound by the General Insurance Code of Practice. The Code is designed to set minimum standards of practice and service in the insurance industry and requires open, fair and honest dealings with customers.

The Code aims to:

- Promote better, more informed relations between insurers and their customers;
- Improve consumer confidence in the general insurance industry;
- Provide better mechanisms for the resolution of complaints and disputes between insurers and their customers;
- Commit insurers and the professionals they rely upon to higher standards of customer service.

The Code includes standards covering buying insurance, claims handling, responding to catastrophes and disasters and complaints handling procedures.

For more information on the Code please visit www.codeofpractice.com.au