

## MAINSTAY UNDERWRITING COMPLAINTS PROCESS

We are committed to meeting if not exceeding our clients' expectations whenever possible. Much as we all dislike receiving complaints, we recognise that dissatisfied clients have a right to complain and to have their complaint handled. Clients who take the time to complain may well still have confidence in us and want to continue dealing with us.

Our procedures for handling client complaints and disputes (a dispute being an unsatisfied complaint which is pursued by the client) are set out below. The overriding aim of these procedures is to turn a dissatisfied client into a satisfied one and speedy and effective remedies at the first point of contact best do this.

### About Lloyd's

Lloyd's is the world's specialist insurance and reinsurance market, bringing together an outstanding concentration of underwriting expertise and talent.

In Australia, Lloyd's is proud to be a member of the Insurance Council of Australia. Lloyd's has adopted the General Insurance Code of Practice, subject to certain specific qualifications. Your Lloyd's intermediary ("the coverholder") or claim administrator must also meet the requirements of the Code. You can obtain a copy of the Code at [www.codeofpractice.com.au](http://www.codeofpractice.com.au).

Lloyd's aims to provide the highest level of service to our Australian policyholders and have developed procedures, applicable to the entire Lloyd's market, for the honest, fair and timely handling of complaints.

### What is a complaint

A complaint is an expression of dissatisfaction relating to our products or services or our complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

You are entitled to make a complaint about any aspect of your relationship with Mainstay Underwriting including the conduct of its agents and authorised representatives. Mainstay Underwriting will attempt in good faith to resolve any complaint/dispute in a fair, transparent and timely manner.

The complaints process described below does not apply to your complaint if Mainstay Underwriting resolve it to your satisfaction by the end of the 5th business day after your complaint was received by Mainstay Underwriting, and you have not requested a response in writing. The exemption to the complaints process does not apply to complaints regarding a declined claim, the value of a claim or financial hardship.

This policy complies with the General Insurance Code of Practice.

## 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, please contact either the Lloyd's coverholder or the administrator handling your claim in the first instance. They will attempt to resolve it in accordance with our Internal Dispute Resolution ("IDR") procedure, which complies with Code and 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 Lloyd's Australia, who will determine whether it will be reviewed further by their office or the Lloyd's UK Complaints Team.

Lloyd's contact details are:

Telephone:	(02) 8298 0783
Email:	idraustralia@lloyds.com
Address:	Lloyd's Australia Ltd Level 16, 1 Macquarie Place Sydney NSW 2000



## 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
Address:	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 be referred to the Financial Ombudsman Service (UK) or seek independent legal advice.

### **How much will this procedure cost you?**

This service is free of charge.