

How To File a Complaint

At Angelic Insurance, we strive to provide transparent and professional services, and we hope your experience with us will be positive. However, we understand that differences of opinion may arise regarding your insurance coverage or a claim. We are committed to resolving the issue to your satisfaction in such cases.

If you have a complaint, please reach out to our Complaints Manager and provide detailed information on the issue, including any supporting documents you may have. We will do our best to address your concerns and find a resolution.

The Compliance Manager

Angelic Insurance
212/11 Solent Circuit,
Norwest NSW 2153
02 8015 5507
info@angelicinsurance.com.au

Upon receiving your complaint, the Complaints Manager will contact you within 2 business days and provide further information about the complaints process. The Complaints Manager will aim to resolve the issue through their internal complaints and disputes facility. The matter may be referred to your insurer for further review if necessary.

Angelic Insurance is a compliant member of the Australian Financial Complaints Authority (AFCA) and you have the right to directly contact them in matters regarding your complaint with us. If your complaint is not resolved within 30 calendar days of the initial complaint, you may refer the matter to AFCA for review, subject to their Rules.

You can contact AFCA at:

Post Australian Financial Complaints Authority

GPO Box 3 Melbourne VIC 3001
1800 931 678
info@afca.org.au

Your complaint must be referred to the AFCA within 2 years of the final decision unless AFCA considers special circumstances to apply. If your complaint is not eligible for consideration by AFCA, you may be referred to other appropriate dispute resolution schemes or you may seek independent legal advice.

The facilities offered by AFCA in the event of a dispute are free of charge to you.