Allied World Assurance Company, Ltd (Australia Branch)

(ABN 54 163 304 907 and AFSL No. 548668)

What to do if You Have a Complaint

The Australia Branch of Allied World Assurance Company, Ltd takes our customers' concerns seriously. In the event that you wish to make a complaint regarding the Australia Branch, you may contact us at:

Allied World Assurance Company, Ltd (Australia Branch)
264 George Street
Australia Square, Level 40
Sydney, NSW 2000
T: +61 2 8015 2500
E: auscomplaints@awac.com

Please provide us with your claim and/or policy number, if applicable, and as much information as possible about the reason for your complaint. Where your complaint relates to a policy issued to a retail client, your complaint will be handled by the applicable underwriting agent or third-party administrator authorised by us to handle and settle such complaints.

If English is not your first language and you require assistance to make a complaint, please contact us for assistance, where possible. If you have a speech or hearing impairment and need help to make or receive phone calls, you can contact the National Relay Service for assistance.

Our Complaint Procedures

As part of our complaint procedures, we will:

- Acknowledge receipt of your complaint within one business day from receipt, or as soon as practicable thereafter.
- Provide you with the name and contact details of the person assigned to review your complaint.
- Investigate your complaint and provide a final written decision in relation to your complaint within 30 calendar days.
- If we cannot provide a final decision within this timeframe, we will inform you in writing of the reasons for the delay, as well as your right in certain circumstances to refer your complaint to the Australian Financial Complaints Authority ("AFCA").

Please note that if we have resolved your complaint to your satisfaction within five business days of our receipt of your complaint, and you have not requested that we provide you with a written response, we are not required to provide a written response unless your complaint relates to a declined claim, the value of a claim or a financial hardship.

Australian Financial Complaints Authority

In the event that you remain dissatisfied with our complaint determination or we are unable to resolve your complaint to your satisfaction within 30 calendar days, it may be possible in certain circumstances for you to refer the matter to AFCA at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne, VIC 3001
T: 1800 931 678 (free call)
F: +61 3 9613 6399
E: info@afca.org.au
W: www.afca.org.au

Details of AFCA's complaint procedures and any relevant time limits are available at https://www.afca.org.au/. AFCA is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission that provides financial services complaint resolution for free to consumers.