



## Complaints & Disputes Resolution Procedure

Trident Insurance Group Pty Ltd (Trident) has a commitment to quality customer service. We will do everything possible to provide a quality service to you. However, we recognise that occasionally there may be some aspect of our service or a decision we have made that you wish to query or draw to our attention.

We have a Complaints and Dispute Resolution Procedure which undertakes to acknowledge your complaint within 1 business day of receiving it and providing an outcome to your complaint within 30 calendar days. If you would like to make a complaint or access our internal dispute resolution service please contact the Trident office at the details below.

Trident has appointed an Internal Dispute Resolution (IDR) Officer, Jordan Brindley who can be contacted at;

**Phone:** (08) 9202 8000  
**Email:** [jordanb@tridentinsurance.com.au](mailto:jordanb@tridentinsurance.com.au)  
**Mail:** PO Box 191  
Mount Hawthorn WA 6915

If the IDR Officer is unavailable, customers should contact the Executive Chairman, Rick Wolozny.

We will strive to resolve any complaint internally within the stipulated 30 calendar days, though if your dispute remains unresolved within this time frame or you are dissatisfied with the outcome, you can contact the Australian Financial Complaints Authority (AFCA) under the terms of the Insurance Brokers Code of Practice.

AFCA independently assists consumers and small businesses to make and resolve complaints about financial firms. The procedure deals with disputes between a financial firm and an insured where a claim against the financial firm falls within AFCA's rules and guidelines. Further information on AFCA and their jurisdiction can be found on their website; [www.afca.org.au](http://www.afca.org.au).

AFCA can be contacted at;

**Australian Financial Complaints Authority**  
GPO Box 3  
Melbourne VIC 3001  
**Phone:** 1800 931 678  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)  
**Website:** [www.afca.org.au](http://www.afca.org.au)