



Aviso EIA

Insurance Brokers

An Aviso Group Partner

WHAT SHOULD I DO IF I HAVE A COMPLAINT ?

1. Contact us and tell us about your complaint. We will do our best to resolve it quickly.
2. If your complaint is not satisfactorily resolved within seven (7) days, please contact us on (07) 36301823 or put your complaint in writing and send it to the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. Aviso EIA Pty Ltd is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to AFCA. AFCA can be contacted at:

Postal Address: Australian Financial Complaints Authority, GPO Box 3,
Melbourne, VIC 3001

Ph - 1800 931 678

Fax - 03 9613 6399

Email - info@afca.org.au

Website: afca.org.au

Head Office

Phone 07 3630 1823

Email insurance@avisoeia.com.au

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