



BMIA
BROKER NETWORK

Complaint Management Process

We are committed to the fair, transparent and timely resolution of disputes.

We subscribe to the NIBA Code of Conduct and to the General Insurance Brokers Code of Practice.

What to do if you have a complaint

BMIA Broker Network has a detailed internal dispute resolution process in accordance with the guidelines in the above Codes and Section 912A(1) of the Corporations Act 2001. Some complaints can be resolved very quickly, so reach out to your broker in the first instance. If your complaint is not resolved, please contact our complaints officer:

Phone: 02 8824 3166
Post: BMIA Broker Network Complaints
PO Box 7165
Norwest NSW 2153
Email: compliance@bmianetwork.com.au

How your complaint is managed

We will acknowledge your complaint within 1 business day of us receiving it as per the above details. We will keep you informed of the progress on a regular basis, being no less than every five (5) Business days. During the complaint process, we may request additional information from you to enable your complaint to be reviewed.

We will attempt to resolve your complaint within 30 days of receipt.

What if your complaint is not resolved

If a complaint has not been resolved to your satisfaction, you can lodge a complaint with the External Dispute Resolution body AFCA.

AFCA provides fair and independent financial services complaint resolution and is free to consumers.

External Dispute Resolution

Australian Financial Complaints Authority (AFCA)

Phone: 1800 931 678 (free call)
Email: info@afca.org.au
Post: GPO Box 3, Melbourne Vic 3001
Website: www.afca.org.au

For information on how we protect your privacy, please refer to our privacy policy on our website www.bmianetwork.com.au