

## Complaints and Disputes

Insurance Brokers of Central Wagga Pty Ltd as Authorised representatives of Scott & Broad are committed to the fair, transparent and timely resolution of disputes. We subscribe to the [Insurance Brokers Code of Practice](#).

We also have a detailed internal dispute resolution process in accordance with the guidelines in those Codes and Section 912A(1) of the Corporations Act 2001.

Please contact us if you have any complaints about our services.

Insurance Brokers of Central Wagga  
PO Box 5914  
Wagga Wagga NSW 2650

Ph: 02 6971 7631

Fax: 02 6971 7632

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As part of this commitment we are also members of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction within 20 business days, you have the right to refer the matter to AFCA.

They may be contacted at:

Australian Financial Complaints Authority,  
GPO Box 3, Melbourne, VIC 3001  
Ph - 1800 931 678  
Email - [info@afca.org.au](mailto:info@afca.org.au)

Website - [www.afca.org.au](http://www.afca.org.au)

We also members of the National Insurance Brokers Association and subscribe to the Insurance Brokers Code of Practice. You can obtain a copy of the Insurance Brokers Code of Practice from this link <https://www.niba.com.au/html/code-of-practice.cfm> If you require further information please contact our office.