

Handling Complaints and Dispute Resolution

Our commitment to you

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WFI has a long and proud history of serving the Australian community. We operate with the simple philosophy of striving to provide excellence in products, claims and service. We pride ourselves on delivering personalised service.

If either our products or services do not meet your expectations, please let us know. Your feedback will assist us to continually improve.

This guide is designed to help you make a complaint or resolve a dispute. It outlines the process for you and our commitment to managing any complaint or dispute that you may have.

Complaints handling and dispute resolution process

Step 1 – Make a complaint

The first thing you should do is notify the relevant person at WFI. This may be your local Area Manager, Client Service Team or Claims Officer handling your claim. Alternatively, you can contact WFI to make a complaint using the details on this guide.

Your complaint will be reviewed and a response will usually be provided within 15 business days of your complaint.

Step 2 – Notify a dispute

If you are not satisfied with the outcome of your complaint, we will treat it as a dispute.

A dedicated member of our dispute resolution team will review your dispute and provide you with a final decision usually within 15 business days, provided all necessary information has been received and the investigation is complete.

Step 3 - Seek an external review

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001.

AFCA is independent and administers the external segment of the general insurance industry's alternative dispute resolution scheme, approved by the Australian Securities and Investments Commission.

Time limits may apply to lodge a complaint with AFCA, as such you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

Contact details

Contact your local Area Manager or alternatively contact WFI on 1300 934 934 or as follows:

Queensland, New South Wales and A.C.T
PO Box 712, Toowong QLD 4066

Victoria, Tasmania and South Australia
PO Box 16213, Collins St West Melbourne VIC 8007

Western Australia
Locked Bag 1, Bassendean DC WA 6942