

Feeling unhappy about an insurance matter?

Complaint and Dispute Resolution Process



Insurance
For the better

RAC Insurance's Complaint and Dispute Resolution Process

We welcome every opportunity to resolve any concerns you may have with our products or services provided by us or RAC Distribution Pty Ltd.

Following these steps will assist you in resolving any complaint you may have:

How to get help

Tell us about it first. If you have a complaint, please tell one of our staff about it or write to us with the details of your concerns.

Refer to a Team Leader. If the staff member is unable to resolve the matter for you, you can request that the matter be referred to a Team Leader who will contact you within 15 business days.

Seek a review. If we are still unable to resolve your complaint, you can ask for it to be referred to a Manager who will respond to you within 15 business days. This will be our final review after which, if you remain dissatisfied, you can seek an external review.

Seek an external review. Should you feel the need to escalate the issue with an independent third party, you can contact the following at no cost to you.

The Australian Financial Complaints Authority (AFCA)

Telephone: 1800 931 678

Mail: GPO Box 3 Melbourne VIC 3001

Email: info@afca.org.au

Website: afca.org.au

AFCA is an independent free service aimed at resolving disputes between policyholders and their insurance companies, or uninsured claimants who have a dispute with an insurer in relation to motor vehicle property damage.

AFCA will advise if they can assist.

Any decision made by AFCA will be binding on us if accepted by you. If you do not accept the decision, it is not binding and does not exclude other remedies.



**Contact
Us**

General enquiries **13 17 03**

 **facebook.com/RACWA**

 **@racwa**

 **rac.com.au**

For deaf, hearing or speech impaired members:
General enquiries **relayservice.gov.au**

Metropolitan Member Service Centres

Carousel	Shop 1098, Westfield Carousel Shopping Centre, Albany Highway
Mandurah	Shop SP037, Halls Head Central 14 Guava Way, Halls Head
Morley	Shop 1, Morley Market Shopping Centre, Bishop Street
West Perth	832 Wellington Street

Regional Member Service Centres

Albany	110 Albany Highway
Bunbury	Shop 32, Stirling Centre 22-28 Stephen Street
Geraldton	Stirlings Central Shopping Centre 54 Sanford Street
Kalgoorlie	51-53 Hannan Street

RAC Insurance Pty Limited ABN 59 094 685 882
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