

Ashburton Assurance Australasia is committed to our vision of business improvement. To support our vision we welcome comments, feedback or complaints in relation to the services that we provide.

The Management Team welcomes your feedback. When feedback provided as a complaint the Management Team will use our best endeavours to resolve your complaint expeditiously.

Should you wish to raise an issue please contact Ashburton Assurance Australasia directly so we can deal with the matter as quickly as possible.

Complaints can be submitted by either:

- Telephoning 1300 766 828 and requesting the contact details of the Managing Director
- Emailing enquiries@ashburtonassurance.com
- Sending a letter to Level 1 100 Havelock St West Perth WA 6005

Complaints when received will be managed in accordance with *GLO-COR-PRO-01 Complaints and Feedback*. A copy of this procedure will be sent to the complainant by the Managing Director when formally acknowledging receipt of the complaint. The Managing Director will coordinate the investigation of the complaint taking into consideration any other previous complaints. The Managing Director may request other personnel to assist in the investigation based on the nature of the complaint.

A decision will be made on any appropriate corrective action required. The relevant areas of the Ashburton Assurance Australia will be advised of the complaint and its root cause. Relevant preventive actions will be implemented to prevent recurrence. The complainant will be advised of the outcome of the investigation. The investigation report will be saved in our database.

If the complaint is unresolved or you are unhappy with the outcome, a subsequent investigation will be conducted by the Chairman of Board of Ashburton Assurance Australasia. Should the complainant be dissatisfied with the complaints management process, the complainant may refer the complaint to JAS-ANZ www.jas-anz.org

At Ashburton Assurance Australasia, we use our best endeavours to improve our business. Client feedback, and our response is important in this. We trust that the actions taken will resolve any issues. As a valued client our processes allow for an appeal of any decision. This is detailed in the Terms of Business and Certification that are provided to all clients of Ashburton Assurance Australasia.

The outcomes of all complaints will be tabled at meetings of the Board of Directors of Ashburton Assurance Australasia and Corporate Governance Board meetings.

Keith Jones

Managing Director

October 2016