complaints@castleinsurance.com.au
1300 265 735
castleinsurance.com.au
PO Box 487, Capalaba QLD 4157

Complaint and Dispute Resolution Process

If you have any concerns or wish to make a complaint in relation to this policy, our services or your insurance claim, please let us know and we will attempt to resolve your concerns in accordance with our Internal Dispute Resolution procedure. Please contact:

The Complaints Manager
Sure Insurance Pty Ltd T/as Castle Insurance
Complaints@castleinsurance.com.au
1300 265 735
PO Box 487, Capalaba QLD 4157

We will acknowledge we have received your complaint and aim to resolve the complaint to your satisfaction.

A complaint decision will be provided to you within 30 calendar days. If we are unable to meet this timeframe we will inform you of the reason for the delay.

If your complaint is not resolved to your satisfaction, or you do not receive a complaint decision within 30 calendar days of the date on which you first made the complaint, you can refer your complaint to the Australian Financial Complaints Authority (AFCA).

You can contact AFCA as follows:

Telephone:	1800 931 678
Email:	info@afca.org.au
Post:	GPO Box 3, Melbourne VIC 3001
Website:	www.afca.org.au

AFCA services are provided to you free of charge. Your complaint must be referred to AFCA within 2 years of the complaint decision, unless AFCA considers special circumstances apply. If your complaint is not eligible for consideration by AFCA, you may have access to other external dispute resolution options.

Sure Insurance Pty Ltd trading as Castle Insurance (ABN 72 624 109 128) is an underwriting agency and holds an Australian Financial Services License (AFS License number 506 378). Insurance products distributed by Castle Insurance (under its own AFSL) with Products underwritten by Certain Underwriters at Lloyd's, led by Canopius Managing Agents Limited (Syndicate 4444).

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Service of Suit

The Underwriters participating in this Insurance agree that:

(i) if a dispute arises under this Insurance, this Insurance will be subject to Australian law and the Underwriters will submit to the jurisdiction of any competent Court within the Commonwealth of Australia;

(ii) service of any originating process upon the Lloyd's Underwriters may be affected upon:

Lloyd's Underwriters' General Representative in Australia
Post: PO Box R1745, Royal Exchange NSW 1225
Email: serviceofsuitaus@lloyds.com

who has authority to accept service on the Lloyd's Underwriters' behalf until the appointment of another agent for service which is notified to the insured;

(iii) if a suit is instituted against "Certain Underwriters at Lloyd's subscribing this policy", it is binding on all Lloyd's Underwriters participating in this Insurance as if they had each been individually named as a defendant.

In the event of a claim arising under this Insurance notice should be given as soon as possible to:

Sure Insurance Pty Ltd trading as Castle Insurance
38 Redland Bay Rd,
Capalaba,
QLD 4157,
Australia

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