

# Complaints and Disputes

At Bellrock, our customers are at the centre of everything we do and we are committed to providing the highest standard of service to our customers. Effective complaints handling is an integral part of our customer service experience, and we would like to know if your expectations have not been met.

Bellrock adheres to the Insurance Brokers Code of Practice and is a member of the Australian Financial Complaints Authority (AFCA). We ensure all issues are resolved promptly and fairly, in accordance with our Complaints & Disputes Management Policy.



## What should you do if you have a complaint?

If you have a complaint about the service we provide in any way, we would appreciate you letting us know and giving us the opportunity to resolve your concerns.

You can speak with your dedicated Bellrock Advisor or contact our Complaints Officer at:

- Email: [compliance@bellrockadvisory.com](mailto:compliance@bellrockadvisory.com)
- Phone: 02 9189 3685
- Address: Level 25, 171 Sussex Street, Sydney NSW 2000

We will acknowledge receipt of your complaint as soon as practicable and attempt to resolve it promptly. However, if we are unable to resolve and provide a response to your complaint within 30 calendar days, we will inform you of the reasons why we may need more time to investigate.

If your complaint has not been resolved to your satisfaction, you have the right to escalate it to AFCA.

AFCA provides fair and independent financial services complaint resolution that is free to customers:

### **Australian Financial Complaints Authority**

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

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

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

# Here to help

## Your Bellrock Service Team is here to assist you

Our passion for delivering superior risk advisory and advocacy services to our clients is a cornerstone of our offering. We believe this is reflected in the outcomes we achieve for our clients.

View our full team of Risk Advisors  
including contact details here.



### **Bellrock Advisory Pty Ltd**

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