



Financial Ombudsman Service

Clients who are not satisfied with our services may contact our Customer Relations / Complaints Officer. Our company also subscribes to the Financial Ombudsman Service (FOS), a free customer service and the General Insurance Brokers Code of Practice. Further information is available from our office or you can contact FOS directly at Level 5, 31 Queen Street, Melbourne VIC 3000 on 1300 780 808, fax 03) 9613 6399, e-mail info@fos.org.au or website www.fos.org.au.