

Change of external financial dispute resolution scheme

Notice to Insureds

CHUBB®



Australia has a new financial dispute resolution scheme. The Financial Ombudsman Service (FOS) has been replaced by the Australian Financial Complaints Authority (AFCA).

AFCA is a free and independent external dispute resolution scheme which considers complaints about financial products and services from consumers and small businesses. Chubb is a member of this scheme and has agreed to be bound by its determinations about disputes.

The Federal Government authorised the establishment of AFCA following a review of the external dispute resolution and complaints framework in the financial services sector.

AFCA replaced the Financial Ombudsman Service (FOS) and has commenced handling all complaints in accordance with the AFCA Rules and Operational Guidelines.

Chubb takes the concerns of its customers very seriously and offers detailed complaint handling and internal dispute resolution procedures that you can access via the Complaints and Dispute Resolution link on chubb.com/au.

If you have an issue which has not been resolved to your satisfaction through our complaints handling or internal dispute resolution procedures, or we are unable to resolve your complaint or dispute to your satisfaction within 45 days, you may refer your complaint to AFCA.

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)

In writing to:
Australian Financial Complaints Authority, GPO Box 3,
Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

If you have any enquiries in relation to this notice please contact your broker or:

Chubb Customer Relations
Email: customerservice.aunz@chubb.com
Telephone: 1800 815 675

About Chubb in Australia

Chubb is the world's largest publicly traded property and casualty insurer. With operations in 54 countries and territories, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly. The company is also defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London, Paris and other locations, and employs more than 30,000 people worldwide.

Chubb, via acquisitions by its predecessor companies, has been present in Australia for 100 years. Its operation in Australia (Chubb Insurance Australia Limited) provides specialised and customised coverages, including Business Package, Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities, as well as Accident & Health insurance, to a broad client base, including many of the country's largest companies. Chubb also serves successful individuals with substantial assets to protect and individuals purchasing travel and personal accident insurance. With five branches and more than 800 staff in Australia, it has a wealth of local expertise backed by its global reach and breadth of resources.

More information can be found at www.chubb.com/au.

Contact Us

Chubb Insurance Australia Limited
ABN: 23 001 642 020 AFSL: 239687

Grosvenor Place
Level 38, 225 George Street
Sydney NSW 2000
O +61 2 9335 3200
www.chubb.com/au

Chubb. Insured.SM