

DXC Insurance Solutions Australia Pty Ltd

Complaints and Disputes
Resolutions Policy



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Policy Management

Change History

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Version	Date	Details
1	12.11.2021	Policy reviewed and converted to policy template
2	17.01.2023	Policy reviewed and converted to policy template

This Policy is an on-line document and as such all updates will be made on-line. As soon as a document is printed it ceases to be a controlled document. To ensure that you are reviewing the latest copy of this policy, please access the on-line version available on the DXC Insurance Solutions Portal.

Change Management

The Policy is owned by the Directors and Responsible Managers of DXC Insurance Solutions Australia Pty Ltd. The Policy will be updated periodically in line with statutory and regulator developments and industry practice.

Exceptions, Violations and Queries

Any exception to this Policy must be approved by Policy owner/delegate.

1 The Purpose of this Policy

We want you to tell us if any of our products or services have not met your expectations. We will investigate the complaint and answer your questions. We have a complaints and internal dispute resolution process to try and resolve matters as quickly as possible

1.1 What to do if you have an inquiry or complaint

We are committed to resolving enquiries or complaints as quickly and as fairly as possible. If you have any concerns or wish to make a complaint in relation to our services or your claim, please let us know and we will attempt to resolve your concerns.

In accordance with our Internal Dispute Resolution procedure please contact:

Attention: Compliance and Risk Manager

DXC Insurance Solutions Australia Pty Ltd

E: klloyd6@dxc.com

T: 0403 242 963

Please include the following information:

- Name, address and telephone contact number of the policyholder or claimant
- If you are not the policy holder or claimant, your interest in the matter together with your name, address, and telephone contact number
- Details of the policy or claim (including our reference number)
- An outline of the circumstances, together with your reasons for lodging the complaint and your expectations in respect of resolution
- Copies of any supporting documentation

We will endeavour to resolve the matter quickly:

Your correspondence will be acknowledged within 24 hours of receipt.

We aim to advise you of our response to your complaint within 10 business days of receipt. In cases where further information, assessment or investigation is required we will agree reasonable alternative timeframes. If we cannot agree, we will treat your complaint as a dispute.

We will keep you informed of the progress of our response to your complaint

1.2 Cost of Review of the Inquiry or Complaint

There will be no cost to you for us handling your complaint. Mediation may incur costs which will be known to all participants prior to commencement.

1.3 Complaints Handling Procedure

The following standards apply to all complaints handling.

- You are entitled to make a complaint to us about any aspect of your relationship with us
- We will conduct complaints handling in a fair, transparent, and timely manner
- We will make available information about our complaints handling procedures
- We will only ask for and take into account relevant information when deciding on your complaint
- You will have access to information about you that we have relied on in assessing your complaint and an opportunity to correct any mistakes or inaccuracies
- We will notify the name and relevant contact details of the Employee assigned to liaise with you in relation to your complaint at each stage of the complaints process.

- In special circumstances or where a claim is being or has been investigated, we may decline to release information, but we will not do so unreasonably. In these circumstances, we will give you reasons. We will provide our reasons in writing upon request.

Where an error or mistake in handling your complaint is identified, we will immediately initiate action to correct it.

Complaints that cannot be resolved by the Compliance and Risk Manager may be referred to either the Insurers own IDR scheme or the Australian Financial Complaints Authority (AFCA). Further detail will be provided at the appropriate stage of the complaints process.

Internal dispute resolution

Depending on the nature of the complaint we may utilise our insurers internal dispute resolution process to achieve the highest service to our Australian policyholders.

1.4 External Dispute Resolution

You may refer your complaint to the Australian Financial Complaints Authority (AFCA), if your complaint is not resolved to your satisfaction within 30 calendar days of the date on which you first made the complaint or at any time.

AFCA can be contacted as follows:

Telephone: 1800 931 678

Email: info@afca.org.au

Post: GPO Box 3 Melbourne VIC 3001

Website: <http://www.afca.org.au>

Your complaint must be referred to AFCA within 2 years of the final decision, unless AFCA considers special circumstances apply. If your complaint is not eligible for consideration by AFCA, you can seek independent legal advice. You can also access any other external dispute resolution or other options that may be available to you.

1.5 Code of Practice

DXC Insurance Solutions has adopted the Code of Practice. You can obtain a copy of the General Insurance Code of Practice at <http://www.codeofpractice.com.au>

To achieve our customer service goal, we have developed the following procedures for the fair handling of complaints from our policyholders or claimants.



DXC Technology

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[DXC.com/au](https://www.dxc.com/au)

About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at **DXC.com**.

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