

ROLLIN'



HOW TO MAKE A COMPLAINT

Easy Read version



How to use this document



We are Rollin'.

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 18.



You can ask someone you trust for support to:

- read this document
- find more information.



This document is an Easy Read summary of a webpage.

It only includes the most important information.



You can find the other information on our website.

www.rollininsurance.com.au/complaints

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About this document



This document is about how to make a **complaint**.



A complaint is when you tell us that something:

- has gone wrong
- isn't working well.



In this document, we explain how you can make a complaint about car **insurance**.



Insurance is when you pay money to a company to help cover the costs if something goes wrong.

How to make a complaint



We always try to:

- give you the best service
- fix complaints as soon as we can.



You can email us about your complaint.
support@rollininsurance.com.au



We might be able to fix your complaint straight away.



If we can't fix your complaint straight away,
you can speak to a manager.



The manager might ask you for more information about your complaint.



They will try to fix your complaint within 15 days.



If we can't fix your complaint quickly, our Customer Relations team can give you more support.



Our Customer Relations team will **review** your complaint.





When we review something, we check to see what:

- works well
- needs to be better.



The Customer Relations team will let you know:

- if we need more information about your complaint
- what is happening with your complaint.



You can call the Customer Relations team.

1800 045 517



You can email the Customer Relations team.

Customer.Relations@iag.com.au



You can fax the Customer Relations team.

1800 649 290



You can write to the Customer Relations team.

Customer Relations

Reply Paid 89824

Sydney NSW 2001



It's free to send a letter to the
Customer Relations team.

This means you don't need a stamp.



If you're not happy with our decision



The Australian Financial Complaints Authority (AFCA) helps people with complaints about:

- banking
- insurance.



AFCA is **independent**.

This means they:

- make their own decisions
- don't work for us.



You can take your complaint to AFCA if:

- you're not happy with our decision



- we don't respond to your complaint in 30 days.



You can call AFCA.

1800 931 678.



You can send AFCA an email.

info@afca.org.au



You can write to AFCA.

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001



You can visit the AFCA website.

www.afca.org.au



The website can also tell you how long you have to make a complaint to AFCA.

If you're not happy with our final decision, you usually have up to 2 years from that decision to make a complaint to AFCA.



Complaints about your personal information



You can make a complaint to us about how we handle your personal information.

For example, your name or contact information.



You can also make a complaint to us when you think we might have broken the rules about how we use or share your personal information.

For example, someone:



- isn't allowed to see your personal information
- looks at or uses your personal information anyway.



We explain how to make a complaint on page 5.



Please contact us to talk about your complaint.

You can ask AFCA for help if:



- you are not happy with how we handle your complaint

or



- we don't respond to your complaint within 30 days.



You can find information about AFCA on page 9.



You can also ask the Office of the Australian Information Commissioner (OAIC) for help.



You usually have 12 months to make a complaint to OAIC.

The 12 months starts when you first know about the issue.



You can call OAIC.

1300 363 992





You can write to OAIC.

Office of the Australian
Information Commissioner
GPO Box 5288
Sydney NSW 2001



You can visit the OAIC website.

www.oaic.gov.au



You can find out about how to keep your
information private on our website.

www.rollininsurance.com.au/privacy-policy

Support to make a complaint with us



We can support you to make a complaint.



If you have a speech or hearing impairment, you can contact the National Relay Service.

133 677

www.accesshub.gov.au



You can ask them to connect you to our phone number.

1300 116 257



If you need something in a language other than English, you can ask us to arrange an **interpreter** for you.

support@rollininsurance.com.au



An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.



You can also ask someone you trust to make a complaint for you.

For example:

- a family member
- a friend
- a lawyer.



The person you choose is called a representative.

We will ask you if you only want us to contact your representative about your complaint.



Even if you have a representative, we might still contact you if:



- we need to check something with you



- you ask us to



- we can't work with your representative about your complaint.

We might also contact you if we think your representative:



- isn't doing what you asked them to do
- is doing what is best for them, not what is best for you.

Word list

This list explains what the **bold** words in this document mean.



Complaint

A complaint is when you tell us something:

- has gone wrong
- isn't working well.



Independent

When an organisation is independent, they:

- make their own decisions
- don't work for us.



Insurance

Insurance is when you pay money to a company to help cover the costs if something goes wrong.

Interpreter



An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.

Review



When we review something, we check to see what:

- works well
- needs to be better.



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