



AON

How Aon handles your complaint

October 2022



How Aon handles your complaint.

Aon is committed to providing industry leading service to all our clients. This includes resolving any complaints in an efficient and timely manner.

If you are dissatisfied with any Aon products or services, please let us know as soon as possible so we can work with you to resolve your complaint.

How to make a complaint.

If you would like to lodge a complaint, this can be lodged through your broker or directly with Aon's Complaints team by email at:

au.compliance@aon.com or feedback@aon.com

Or by calling Aon directly on +61 2 9253 7000

Investigation by Aon's Complaints Department.

When you lodge a complaint with Aon's Complaints Department, an independent review of your complaint will be undertaken in accordance with the procedures below:

- Aon's Complaints Officer will acknowledge receipt of your complaint as promptly as possible.
- Your complaint will be thoroughly investigated. Aon takes all complaints very seriously, and utmost care is taken to ensure that all information is considered.
- Aon's Complaints Officer will review your complaint and attempt to remedy the complaint where possible and endeavour to provide you with a decision, in writing, within 30 calendar days of the date your complaint is received. However, Aon's Complaint Officer will respond in advance of that time wherever possible.
- You will be kept informed about the progress of your complaint at least every ten (10) business days and provided with contact details for the person responsible for handling your complaint.
- If your complaint is complex or there are circumstances beyond Aon's control, it may take longer than 30 Calendar days to resolve. In this instance, we will work with you to agree on an acceptable extension and Aon will keep you informed of its progress. We will also contact you in writing to provide reasons for the delay, inform you of your right to take your complaint to the Australian Financial Complaints Authority (AFCA) and include their contact details, and inform you of your right to report any alleged breaches of the National Insurance Brokers Association (NIBA) Code to the Insurance Brokers Code Compliance Committee.

External Reviews

If you are dissatisfied with Aon's final response to your complaint, in certain cases you may be able to refer your complaint to the AFCA.

AFCA is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission (ASIC) and its services are free to you. We are a member of this scheme and we agree to be bound by its determinations about a dispute.

Please note that before AFCA can investigate your complaint, they require you to have first provided us with the opportunity to address the complaint.

Further details regarding AFCA can be obtained from their website, or alternatively you can contact AFCA as follows:

Phone: 1800 931 678 (free call)

Email: info@afca.org.au

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

Client Vulnerability

Aon understands that clients can find themselves in circumstances where they are vulnerable.

If you are experiencing vulnerability, we commit to assisting you with empathy, sensitivity and compassion.

If you are suffering from vulnerability and have a complaint with Aon, we encourage you to be transparent, if you feel comfortable to do so, so we can refer you to support and consider how we can best manage your complaint.

If you require translation and interpreting services Aon recommends you call 13 14 50 to speak to someone at Translating and Interpreting Services (TIS), a 24/7 interpreting service for people who do not speak English. Further information about this organisation can be found at <https://www.tisnational.gov.au/>.

National Relay Service (NRS), an Australian wide telephone access service, that can provide additional support for clients who may be deaf or have a hearing or speech impairment. NRS can be contacted on Voice: 1300 555 727, TTY: 133 677 or SMS: 0432 677 767.

There are a number of free external professional support services available to all Australians, please [click here](#) for a detailed list or please reach out to your Aon Complaints Officer who will be able to assist.

Further details about how we support vulnerability can be found at [Aon Australia's support to customers experiencing vulnerability](#)