
Sample 4: Australian Financial Complaints Authority

Australian Financial Complaints Authority

Dear Sir/Madam,

Re: My home and contents insurance claim with [insurer]

Policy number:

I have a claim dispute with [name of insurance company] relating to my home and/or contents insurance.

I request that the Australian Financial Complaints Authority (AFCA) consider the dispute on the basis that it is an unresolved dispute between [name of insurance company] and me.

I made a claim on [date].

I have been waiting on a decision from [name of insurance company] for over [must be over 30 days] and despite calls I have not received a response. OR

I have given all information as requested by [name of insurance company] and it has been [must be over 30 days] since I provided the requested information and I still don't have a decision from [name of insurance company]. OR

[Name of insurance company] rejected my claim on [date] and referred me to its internal dispute resolution process. I agreed to undertake this process but it has been over [must be over 30 business days] and I still don't have a final decision.

[Name of insurance company] has not acted in accordance with its dispute resolution obligations under the General Insurance Code of Practice.

As the dispute remains unresolved, I request that AFCA investigate the dispute. I look forward to receiving a Notice of Referral to be completed by me.

Yours faithfully,

[Full name]

[Insert your contact details]