

**NOWRA (HEAD OFFICE)**

PO Box 825, Nowra NSW 2541

t 02 4421 5055 e macey@macey.com.au

**BOWRAL**

PO Box 354, Bowral NSW 2576

t 02 4862 1966 e bowral@macey.com.au

**CAMDEN**

PO Box 728, Camden NSW 2570

t 02 4655 7842 e camden@macey.com.au

[www.macey.com.au](http://www.macey.com.au)**What should I do if I have a complaint?**

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 2 working days, please contact the Complaints Officer on telephone number 02 4421 5055 or put your complaint in writing and send it to:

Complaints Officer  
Macey Insurance Brokers Pty Ltd  
PO Box 825  
NOWRA NSW 2541

Please mark the envelope "Notice of Complaint". We will try to resolve your complaint quickly and fairly.

3. If the complaint can't be resolved to your satisfaction, you have the right to refer the matter to Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678 or you can write to them at:

Australian Financial Complaints Authority  
GPO Box 3  
MELBOURNE VIC 3001