



Life Insurance - Feedback and Complaints

Delivering on our service promise

We're constantly striving to provide the best possible service, and we'll do our best to resolve any concern you have efficiently and fairly.

Our commitment to you

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Our aim is to resolve your complaint within 5 business days, and where possible we will resolve your complaint on the spot. If we need additional time to get back to you, we will let you know. Should we be unable to resolve your concern at your first point of contact, we will then refer the complaint to our dedicated Customer Managers in our Customer Solutions team.

Our Customer Solutions Customer Managers are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint.

You can contact us:



Please call us from anywhere in Australia on 1300 551 431. If you are overseas, please call +61 2 9155 7700



Westpac Customer Solutions – Life Insurance
GPO Box 524
Sydney NSW 2001



If you prefer to tell us in person, go to our website to locate your nearest branch.



Using the secure feedback form at www.westpac.com.au/feedback-form

For further information go to our website and search 'Feedback and Complaints'

If you are still unhappy.

If you are not satisfied with our response or handling of your complaint, you can contact the external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA).

The Australian Financial Complaints Authority (AFCA) provides a free and independent service to resolve complaints by consumers and small businesses about financial firms (e.g., banks), where that complaint falls within AFCA's terms of reference.

The contact details for AFCA are set out below.

Australian Financial Complaints Authority



1800 931 678 (free call)



Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001



info@afca.org.au



www.afca.org.au

Things you need to know

The Insurer and Issuer is Westpac Life Insurance Services Limited (WLISL) ABN 31 003 149 157 AFSL 233728, except for Term Life as Superannuation and Income Protection as Superannuation which are issued by BT Funds Management Limited (BTFM) ABN 63 002 916 458 AFSL 233724 as Trustee of the Retirement Wrap ABN 39 827 542 991. WLISL and BTFM are wholly owned subsidiaries of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 (the Bank). The Bank does not guarantee the insurance. This information does not take into account your personal circumstances. Terms and conditions, and limitation and exclusions apply. Read the Product Disclosure Statement to see if this insurance is right for you.