

# Complaints and Disputes

At Steadfast IRS Pty Ltd we are committed to the fair, transparent and timely resolution of complaints and disputes. We have a detailed internal complaints and dispute resolution process. Should you have a complaint or a dispute about our services, please contact our Complaints Officer on the details below and we will do our best to resolve the matter quickly.

**Address:**

**Head Office:** Suite 2, Level 6, Building B, Century Estate  
58 Norwest Boulevard Norwest, NSW 2153

**Mailing address:** PO Box 7893 Baulkham Hills BC 2153

**Telephone:** 02 9034 5555

**Facsimile:** 02 8072 2169

**Email:** [complaints@steadfast-irs.com.au](mailto:complaints@steadfast-irs.com.au)

**Website:** [www.steadfast-irs.com.au](http://www.steadfast-irs.com.au)

As part of our commitment we are also a member of the Australian Financial Complaints Authority (AFCA) a dispute resolution service which is accessible to clients free of charge in the event that you believe a complaint or dispute has not been satisfactorily dealt with by us. If your complaint or dispute cannot be resolved to your satisfaction, you have the right to refer the matter to AFCA. They may be contacted at:

**Mailing Address:** Australian Financial Complaints Authority Limited  
GPO Box 3, Melbourne, VIC 3001

**Phone:** 1800 931 678 (free call)

**Fax:** 03 9613 6399

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Website:** [www.afca.org.au](http://www.afca.org.au)

We also subscribe to the National Insurance Brokers Association Code of Conduct and the Insurance Brokers Code of Practice, the Codes set minimum service standards that you may expect from us.

You may obtain a copy of the Insurance Brokers Code of Practice from the link on our website.