

## 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: Complaints Officer  
Head Office: Level 12, 122 Arthur Street  
North Sydney NSW 2060  
Mailing address: PO Box 84 North Sydney NSW 2059  
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.