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Information Provided by You

If provided, Centrewest will collect, use, disclose and handle your personal information in accordance with its Privacy Policy.

Complaints Handling

Contact us and tell us about your complaint. We will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 5 working days, please contact Complaints Manager on 08 9349 7900 or put your complaint in writing and send it to the address noted on this FSG. We will try and resolve your complaint quickly and fairly.

Centrewest is a member of the Australian Financial Complaints Authority (AFCA). If your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the AFCA. The AFCA provides fair and independent financial services complaint resolution that is free to customers.

The AFCA can be contacted at:

Mailing address: GPO Box 3, Melbourne, VIC 3001

Phone – 1800 931 678 Email info@afca.org.au Website — www.afca.org.au



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Insurance Broking

Risk Management

Financial Planning

Premium Funding



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ABN 44 009 265 105 | AFS LICENCE NO. 245406