



How repX handles your complaint

At SMS Insurance Pty Ltd trading as repX ABN 32 361 928 456 we are committed to providing exceptional advice and customer service. This includes resolving any complaints in an efficient and timely manner.

However, if you are not satisfied with the services provide by our advisers, please give us the opportunity to put things right by contacting your adviser about your complaint in the first instance. They will acknowledge your complaint within one business day in writing or by telephone and will do their best to resolve your complaint within five business days.

If your complaint is not satisfactorily resolved within five business days, please contact our Complaints Officer:

Email: complaints@repX.au
Phone: 1300 306 049
Postal: PO Box 7064, East Brisbane QLD 4169

We will try and resolve your complaint quickly and fairly and no later than 30 days lodgement, providing you with updates at intervals of no later than 10 days.

If your complaint is complex or there are circumstances beyond repX's control, it may take longer than 30 days to provide you with a complaint outcome. If this occurs, we will seek to agree an extended timeframe with you to address your complaint, provide you with reasons for the delay, inform you of your right to complain to the Australian Financial Complaints Authority (AFCA) and, continue to keep you informed of its progress.

repX is a member of the AFCA and if your complaint cannot be resolved to your satisfaction by us, you have the right to refer the matter to the AFCA. AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA can be contacted at:

Email: info@afca.org.au
Phone: 1800 931 678
Website: afca.org.au
Postal: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

repX is a principal member of NIBA and repX and its adviser have adopted the [Insurance Brokers Code of Practice](#) (NIBA Code). A copy of the NIBA Code will be provided upon request or can be obtained from the [NIBA website](#).

If you think we may have breached the Code, you can report alleged breaches to the Insurance Brokers Code Compliance Committee (IBCCC). IBCCC can be contact at

Email: info@codecompliance.org.au
Phone: 1800 931 678
Website: insurancebrokerscode.com.au
Postal: IBCCC
PO Box 14240, Melbourne VIC 8001