

Dispute Resolution

Confidence and loyalty are valued by Captae Recoveries

Captae Recoveries (CR) are committed to providing high quality service to our clients. The way in which we handle complaints is an integral part of our customer service experience. If you have a complaint relating to the service we provide, we welcome the opportunity to resolve your concerns. We will resolve any complaint in a fair, transparent and timely manner.

Where we identify, or you tell us about, an error or mistake in handling your complaint, we will immediately initiate action to correct it.

General Insurance Code of Practice

CR adheres to the standards and requirements prescribed in the General Insurance Code of Practice (the Code). Further information about the Code and your rights is available at www.codeofpractice.com.au and a copy can also be provided to you by CR.

Complaints

If you are not satisfied with your experience with CR and have concerns or wish to make a complaint, please advise us as soon as possible. We welcome your feedback.

How to contact us

You can contact us as follows:

Website: www.captaerecoveries.com.au
Email: recoveries@captae.com.au
Telephone: 02 8233 3160
Post: Level 4, 97-99 Bathurst Street,
Sydney NSW 2000

1. Provide supporting documents with dates, a detailed description of your complaint and how you would like it resolved - this will assist our review.
2. We will acknowledge your complaint (generally within 1 business day), provide a reference number and the contact details of the person handling your complaint.
3. We will keep you updated on the progress of your complaint at least every 10 business days.

A decision about your complaint will be made within 30 calendar days. If your complaint is not dealt with within this timeframe, we will advise you in writing, the reasons for the delay and your right to take your complaint to the Australian Financial Complaints Authority (AFCA).

AFCA

You can lodge a dispute through the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)
Post: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Dated; August 2023