

Your Satisfaction is Important to us

Support with your Disputes

The satisfaction of our policy holders and their Vet is extremely important to us. If your customer has any concerns about our products or services or wishes to dispute the outcome of a decision, we will do our best to work with them and you to resolve it. They can get in touch with us by calling their brand's customer service number and speaking to one of our trained consultants.

If the concern relates to the outcome of a claim and how it was assessed, you as the policy holder's Vet can also contact us on our Vet Helpline on 1300 838 457 (1300 VET HLP) or email us on vethelpline@petsure.com.au and speak to one of our Veterinarians.

If the customer is not satisfied with the outcome of their claim review, they can make contact in writing via their brand's website or via the Internal Dispute Resolution Committee, care of:

Internal Dispute Resolution Committee
Locked Bag no. 9021
Castle Hill NSW 1765

Their concerns will be investigated by our Dispute Resolution Committee further and, provided that we have all the necessary information, we will inform them of the outcome within 15 working days of receiving their letter, email or phone call.

If the Internal Dispute Resolution Committee does not resolve the matter to their satisfaction, they may refer the matter for review to the Financial Ombudsman Service (FOS) within 2 years of the date of our final decision letter. FOS is an independent external dispute resolution service available to our policy holders and FOS can advise your customer whether their dispute is one that falls within their terms of reference.

For further details on FOS you can visit their website on www.fos.org.au or they can be contacted via one of the following methods:

Mail: GPO Box 3, Melbourne VIC 3001

Phone: 1300 780 808

Fax: (03) 9613 6399

Email: info@fos.org.au



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