



# User guide

## Provider complaint form

Use this form if you are a service supplier or distributor and need to submit a customer complaint.

### Getting started and your details

- Add the date the complaint was first raised with you. It may not be today's date.
- We also need to collect either a Policy or Claim number to link this complaint to.
- This section refers to your contact details and preferred method of contact.

**Tip:** download the form and complete the **Your details** section. Save a copy to avoid re-keying this information in the form. Make sure that you delete customer information after you send a copy to us.

## Provider complaint form

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545



Please contact our Customer Care Unit on 1300 650 503 if you have any questions about the process or if you require assistance to complete this form. Office hours are 9am to 5pm (AEST) Monday to Friday. Calls from mobile phones, public telephones or hotels may attract additional charges

Date complaint was raised to you:  Policy number or claim number related to this complaint:

Please complete all sections:

Your details					
<i>Please complete this if you are an Authorised Representative</i>					
Who are you?	Please select	ASIC Reference Number:		<input type="text"/>	
Organisation name	<input type="text"/>				
	<i>Title</i>	<i>Surname</i>	<i>Given name(s)</i>		
Name of contact person	Please select	<input type="text"/>		State	Please select
Postal address	<input type="text"/>			Postcode	<input type="text"/>
Contact phone	( )	Mobile	<input type="text"/>		
Email	<input type="text"/>				
<i>We will use this email address for all written communication unless you advise us otherwise below</i>					
Preferred method of contact: Phone      Email      Post					

## Customer details

- Enter the customer details here
- Include a preferred method of contact
- If they are a small business, don't forget to tick the Yes box.

**Note:** QBE is required to collect sensitive personal information to comply with regulatory requirements.

Customer details								
	Title	Surname	Given name(s)					
Customer name	Please select							
Physical address				State	Please select	Postcode		
<i>Please enter postal address if different from physical address</i>								
Postal address				State	Please select	Postcode		
Contact phone	( )		Mobile					
Email								
<i>We will use this email address for all written communication unless you advise us otherwise below</i>								
Preferred method of contact:	Phone	<input type="checkbox"/>	Email	<input type="checkbox"/>	Post	<input type="checkbox"/>		
<b>Please complete for individual customer only:</b>								
Date of birth		Gender	Non-binary	Aboriginal and Torres Strait Islander:	Please select			
<b>Please complete for business customer only:</b>								
Business name				Is customer operating a small business?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

## Additional details

- This section is also about the customer. The General Insurance Code of Practice 2020 (GICoP) requires us to capture if the customer is experiencing vulnerability and what type of vulnerability.
- QBE also needs to know if we need to engage an interpreter to speak with the customer.

In the 'other information' box, you can include anything that will help us better get in contact with the customer. For example, if the customer is a shift worker and prefers to be contacted between certain hours. This box has no character limit.

Additional details						
Is the customer experiencing vulnerability?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	If 'Yes', what is the vulnerability?	Please select
Is a language interpreter required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	If 'Yes', what is the language?	
Please provide any other information that is important for us to know about the customer						

## Complaint details

- Include information to help us understand what the complaint is about and what product it relates to.
- If you cannot find the relevant product, select other and type the product in the free text box.
- Add a brief description of the complaint in the box. This box has no character limit.

Complaint details		
What is the product the complaint relates to?	Please select	If other, please specify:
Complaint type	Claims <input type="checkbox"/>	Sales <input type="checkbox"/> Financial hardship application <input type="checkbox"/>
Complaint category	Please select	
Please enter a description of the complaint		
If applicable, what is the amount in dispute?	\$	

## Resolution details

- This part is not mandatory, but if you have resolved the complaint with the customer, include some details here.
- You can also include details on what the customer would like to happen to resolve this complaint.
- We also need to know if the customer would like a response from QBE.
- If you tick this box, they will receive a response in line with our regulatory obligation.

Resolution details		
Have you resolved this complaint with the customer?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If No, what is the customer's desired outcome of this complaint?		
If Yes:		
What is the outcome of the complaint?	Please select	
When was the complaint resolved?	<input type="checkbox"/>	How much money was paid to resolve the complaint? \$
Has the customer requested a response in writing?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If applicable what date did you provide the customer with a response in writing?		
Please email a copy of the response to <a href="mailto:complaints@qbe.com">complaints@qbe.com</a>		

## Privacy consent notice and Submitting your complaint

- Please read the Privacy consent notice
- Encrypt the email (see below steps) and send to **complaints@qbe.com**

## Privacy consent notice

Our Privacy Policy describes how we collect, disclose, store and use personal information as well as how to access it, correct it or make a complaint. When we say personal information we may also mean sensitive information such as health information, criminal history or professional memberships that's relevant to us issuing, administering or managing products or providing services and the terms on which we will do these things. We use personal information to issue, administer and manage products and provide services. You can view our Privacy Policy at [www.qbe.com.au/privacy](http://www.qbe.com.au/privacy), or to obtain a copy by phoning us on 133 723 or requesting it from our authorised representatives or service providers. We may share your information with other QBE Group companies, our authorised representatives and service providers, each of which may be based outside of Australia.

By giving us personal information you consent to us collecting, disclosing, storing and using personal information in accordance with our Privacy Policy. If you give us someone else's personal information you confirm that you've obtained their consent to do so. If you don't provide all of the personal information we've requested, we may be unable to issue, administer and manage products and provide services.

## Submitting your complaint

Please send this completed form within 2 days of the complaint being raised and any attachments to [complaints@qbe.com](mailto:complaints@qbe.com)

## Encrypting the email before sending

- Encrypting an email adds an extra layer of security.
- The below steps show you how to encrypt an email in Outlook, however other email providers also provide this feature
- In your email, click File. Then highlight Info and select Encrypt-Only from the Encrypt drop down list.

