

COMPLAINTS

Great Wall Insurance Services (GWIS) prides itself on its excellent customer service.

However, if you, as a GWIS customer, have a complaint, please let us know so we can do our best to resolve it.

Firstly, please contact the Account Manager or other staff member who assisted you, providing as much information as possible.

If the matter is not resolved within 20 business days, please contact Maggie Chen and/or Frankie Chen on maggie@gwinsurance.com.au and frankie@gwinsurance.com.au or send details of your complaint by post to:

Complaints Officer
Great Wall Insurance Services
205 Springvale Road
SPRINGVALE VIC 3171

We will try to resolve your complaint fairly and quickly. If it cannot be resolved, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678

Australian Financial Complaints Authority
GPO Box 3
MELBOURNE VIC 3001