

General Insurance

Code of Practice



We proudly support the General Insurance Code of Practice (the 'Code'). The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

The objectives of the Code are:

- to promote better, more informed relations between insurers and their customers;
- to improve consumer confidence in the general insurance industry;
- to provide fair and effective mechanisms for the resolution of complaints and disputes between insurers and their customers;
- to commit insurers and the professionals they rely upon to higher standards of customer service; and
- to promote continuous improvement of the general insurance industry through education and training.

The Code includes standards covering buying insurance, claims handling, responding to catastrophes and disasters and complaints handling procedures.

For further information on the Code, please visit www.codeofpractice.com.au or alternatively you can request a brochure on the Code from Sompo.