

[Insert date]

Code Compliance and Monitoring Team
GPO Box 3
Melbourne VIC 3001
info@codecompliance.org.au

Dear Code Compliance

Breach of General Insurance Code of Practice

I wish to lodge a complaint regarding the practices of [insert name of insurer] for the following reasons: [list reasons]

- I am very dissatisfied with how I have been treated by assessors from my insurance company. I do not believe the assessment has been fair or transparent.

I believe this is in breach of sections 6.2 of the General Insurance Code of Practice.

- I am being pursued for a debt to this insurance company. I cannot afford to pay the debt claimed. The insurance company has failed to respond appropriately to my financial hardship. I informed the insurer of my financial situation on [insert date].

I believe this in in breach of the insurer's obligations in Section 8 of the General Insurance Code of Practice.

In support of my concerns above, I have attached the following evidence: [insert evidence]

- 1.
- 2.

Policy number: [insert policy number]

Claim number: [insert claim number]

Reference number: [insert reference number]

Please send me a written response to this complaint as soon as possible.

Yours faithfully

[Signature]

[Name]

[Address]