
Sample 3: Complaint to Insurance Code Compliance

General Insurance Code
Compliance Committee
info@codecompliance.org.au

Dear Sir/Madam,
Re: Home and/or contents insurance claim with [insurer]
Policy number:

I made a claim with [insurer] on ___/___/___ (by telephone/in writing).

I have tried to follow up my claim on the following occasions [give details].

I have received no confirmation that my claim has been accepted. I believe this delay is unreasonable.

Part 8 of the General Insurance Code of Practice requires that the Insurer respond to my claim within 10 days. I contend that [insurer] has breached the Code.

Please investigate the issues raised.

Yours faithfully,

[Full name]

[Insert your contact details]