

Complaint Notification Form

Your Details

Name		
Address – Postal		
Email		
Phone		
Best form of contact	Phone / Email / Mail	
Best time to contact	Before / After	Morning / Afternoon / Evening

Policy Number	
Your Mortgage Broker	

Complaint Description

Is there any supporting documentation or information related to the complaint that might help us to resolve the issue? If yes, has this been – Provided and Attached / Requested

Resolution Sought

Thank you for bringing this matter to our attention. Our Complaints Resolution Team will acknowledge receipt of your complaint within the next 48 hours. Any urgent complaint matters will be addressed as soon as possible. If you have any further concerns during this process, please call us on 1800 006 776.

Email this completed form to: service@aligroup.com.au