



**General Insurance
Code of Practice**

The General Insurance Code of Practice sets out a commitment by the general insurance industry to aim for the best standards of service possible, and to promote better relations between customers and insurers.

The Code describes standards in areas such as buying insurance, claims handling, responding to catastrophes and disasters, information and education and dispute resolution.

More information on the Code, or a copy of the Code, can be obtained from the Financial Ombudsman Service (FOS).

You can contact the FOS on 1300 780 808 (local call cost) or you can access the Code at www.codeofpractice.com.au

