

Business Name/ Brand Name	Products/Division	Access or Correction	Complaints	Customer Relations
AAMI – General Insurance	Home & Property <i>Home & Contents Insurance</i> <i>Building Insurance</i> <i>Contents Insurance</i> <i>Fire & Theft Only</i>	Ph: 13 22 44 Email: privacyaccessrequests@aami.com.au Online: How to Contact Us AAMI (using the “Get my documents” tab)	Ph: 13 22 44 Email: aami@aami.com.au Postal: AAMI GPO Box 756, Melbourne, VIC, 3001 Online: Using this form Customer Relations & Complaints Contact us AAMI	Ph: 1300 240 437 Email: idr@aami.com.au Postal: AAMI Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001
	Other Home Insurance <i>Landlord</i> <i>Renter</i> <i>Strata</i>	Car & Vehicle <i>Car Insurance</i> <i>Comprehensive</i> <i>Third Party Property</i> <i>Roadside Assistance</i> <i>Caravan</i> <i>Motorcycle</i>		
AAMI – Business Insurance	Business Insurance: <i>Small business</i> <i>Tradies</i> <i>Photographers</i> <i>Hospitality</i> <i>Business@Home</i>	Ph: 13 22 44 Email: privacyaccessrequests@aami.com.au Online: How to Contact Us AAMI (using the “Get my documents” tab)	Ph: 13 22 44 Email: businessinsurance@aami.com.au Postal: AAMI Business Insurance GPO Box 2470 Adelaide SA 5001 Online: Using this form Customer Relations & Complaints Contact us AAMI	Ph: 1300 240 437 Email: idr@aami.com.au Postal: AAMI Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001
	Other Business Insurance: <i>Public Liability</i> <i>Market Stall Insurance</i>	Commercial Insurance: <i>Commercial Property</i> <i>Commercial Motor</i>		

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AAMI – CTP/MAI	Compulsory Insurance NSW CTP/Green Slip SA CTP ACT MAI	Ph: 13 22 44 Email: opsctp@aami.com.au Online: Contact Us CTP Insurance AAMI (using the “Grab your policy documents” tab)	Ph: 13 22 44 Email: opsctp@aami.com.au Postal: AAMI CTP Claims GPO Box 4091 Sydney NSW 2001	Ph: 1300 240 437 Email: idr@aami.com.au Postal: AAMI Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001
AAMI – Life	<i>Life Insurance Income Protection Accidental Death Insurance.</i>	Ph: 13 22 44 Email: customerservice@aamilifeinsurance.com.au Postal: AAMI Life Insurance Reply Paid 5380 Sydney NSW 2001 Online: How to Contact Us AAMI (using the “Get my documents” tab)	Ph: 13 22 44 Email: customerservice@aamilifeinsurance.com.au Postal: AAMI Life Customer Service GPO Box 5380 Sydney NSW 2001	Ph: 13 22 44 Email: customerservice@aamilifeinsurance.com.au Postal: AAMI Life Customer Service GPO Box 5380 Sydney NSW 2001
AAMI – Health Insurance	<i>Hospital Extras Hospital & Extras</i>	Ph: 13 22 44 Email: privacyaccessrequests@aami.com.au Online: Contact Us Health Insurance AAMI (using the “update my info” tab) and How to Contact Us AAMI (using the “Get my documents” tab)	Ph: 13 22 44 Email: aami@aami.com.au Postal: AAMI, GPO Box 756, Melbourne, VIC, 3001 Online: Using this form Customer Relations & Complaints Contact us AAMI	Ph: 13 22 44 Email: idr@aami.com.au Postal: AAMI Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 800

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AAMI – Pet Insurance	<i>Dog Insurance Cat Insurance</i>	<p>Ph: 13 22 44</p> <p>Email: privacyaccessrequests@aami.com.au</p> <p>Online: How to Contact Us AAMI (using the “Get my documents” tab)</p>	<p>Ph: 13 22 44</p> <p>Email: aami@aami.com.au</p> <p>Postal: AAMI, GPO Box 756, Melbourne, VIC, 3001</p> <p>Online: Using this form Customer Relations & Complaints Contact us AAMI</p>	<p>Ph: 13 22 44</p> <p>Email: idr@aami.com.au</p> <p>Postal: AAMI Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 800</p>
APIA – General Insurance	<i>Car & Vehicle Home & Property</i>	<p>Ph: 13 50 50</p> <p>Email: privacyaccessrequests@apia.com.au</p> <p>Online: Contact Us About Car & Vehicle Insurance Apia (using the “Access my policy documents” and “update my details” tabs)</p> <p>Online: Contact Us About Home & Property Insurance Apia (using the “Access my policy documents” and “update my details” tabs)</p>	<p>Ph: 13 50 50</p> <p>Email: customerservice@apia.com.au</p> <p>Postal: APIA GPO Box 756 Melbourne VIC 3001</p> <p>Online: Contact Us About Car & Vehicle Insurance Apia (using the “Access my policy documents” and “update my details” tabs)</p> <p>Online: Contact Us About Home & Property Insurance Apia (using the “Access my policy documents” and “update my details” tabs)</p>	<p>Ph: 1300 240 531</p> <p>Email: idr@apia.com.au</p> <p>Postal: APIA Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001</p>

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APIA – CTP/MAI	Compulsory Insurance NSW CTP/Green Slip ACT MAI	Ph: 13 50 50 Online: using our “ <i>general enquiry form</i> ” Contact Us About CTP & MAI Insurance Apia	Ph: 13 50 50 Email: customerservice@apia.com.au Postal: APIA GPO Box 756 Melbourne VIC 3001 Online: using our “ <i>general enquiry form</i> ” Contact Us About CTP & MAI Insurance Apia	Ph: 1300 240 531 Email: idr@apia.com.au Postal: APIA Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001
APIA – Life	<i>Funeral and Injury Insurance</i>	Ph: 13 50 50 Email: customerservice@apialifeinsurance.com.au Postal: Apia Life Insurance Reply Paid 5380 Sydney NSW, 2001 Online: using our “ <i>general enquiry form</i> ” Contact Us About Funeral & Personal Injury Insurance Apia	Ph: 13 50 50 Email: customerservice@apialifeinsurance.com.au Postal: Apia Life Insurance Reply Paid 5380 Sydney NSW, 2001 Online: using our “ <i>general enquiry form</i> ” Contact Us About Funeral & Personal Injury Insurance Apia	Ph: 13 50 50 Email: customerservice@apialifeinsurance.com.au Postal: Apia Life Insurance Reply Paid 5380 Sydney NSW, 2001

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APIA – Health Insurance		<p>Ph: 13 50 50</p> <p>Online: using our “<i>general enquiry form</i>” Contact Us About Health Insurance Apia</p> <p>Postal: Health Insurance Apia Health Insurance Locked Bag 2010 Newcastle NSW 2300</p>	<p>Ph: 13 50 50</p> <p>Email: customerservice@apia.com.au</p> <p>Postal: Health Insurance Apia Health Insurance Locked Bag 2010 Newcastle NSW 2300</p> <p>Online: using our “<i>general enquiry form</i>” Contact Us About Health Insurance Apia</p>	<p>Ph: 1300 240 531</p> <p>Email: idr@apia.com.au</p> <p>Postal: APIA Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001</p>
Bingle	<i>Comprehensive Car Third-Party Car</i>	<p>Online: Bingle is an online-only insurer. Access your account and use Bingle Help Centre for most access and correction requests. Bingle Help Centre</p> <p>For anything else, Email: privacyaccessrequests@bingle.com.au</p>	<p>Email: consumerfeedback@bingle.com.au</p> <p>Postal: Bingle GPO Box 4514 Melbourne VIC 3001</p> <p>Online: Submit a request – Bingle Help Centre</p>	<p>Ph: 1300 241 291</p> <p>Email: idr@bingle.com.au</p> <p>Postal: Bingle Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001</p>
CIL Insurance	<i>Caravan Motorhome Camper Trailer 5th Wheeler Slide On Tiny House on Wheels Horse Float Hire Cover</i>	<p>Ph: 1800 112 481</p> <p>Email: privacyaccessrequests@cilinsurance.com.au</p> <p>Postal: GPO Box 1831, Brisbane QLD 4001</p> <p>Online: using our “<i>Contact us form</i>” Contact Us - Free call or Email Today - CIL Insurance</p>	<p>Phone: 1800 112 481</p> <p>Email: cilsales@cilinsurance.com.au</p> <p>Postal: CIL Insurance PO Box 384 Gosford NSW 2250</p>	<p>Ph: 1300 240 787</p> <p>Email: idr@cilinsurance.com.au</p> <p>Postal: CIL Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001</p>

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Essentials by AAI	<i>Personal insurance Contents and motor</i>	Ph: 1800 429 598 Email: privacyaccessrequests@essentialsbyaai.com.au	Phone: 1800 429 598 Email: customer.relations@essentialsbyaai.com.au	Ph: 1300 104 605 Email: idr@essentialsbyaai.com.au Postal: Customer Relations Essentials by AAI PO Box 14180 Melbourne City Mail Centre VIC 8001
GIO – General Insurance	Car & Vehicle: <i>Comprehensive Car, Platinum Car Third Party Property Fire, Theft and Third Party Property Roadside Assist Boat Insurance Caravan Insurance Motorcycle Insurance Commercial Vehicles</i> Home & Contents <i>Home and Contents Contents Only Building Only Home Assist Landlord Insurance Renters Insurance Strata Insurance</i>	Ph: 13 10 10 Email: privacyaccessrequests@gio.com.au Online: Car Insurance (gio.com.au) (using the “Access policy documents” tab and using the “Update policy details” tab) Ask George the GIO Virtual Assistant: https://www.gio.com.au/contact-us/car.html# Via the GIO App GIO App - Manage Your Policy Online GIO	Ph: 13 10 10 Email: gioservice@gio.com.au Postal: GIO Reply Paid 3999 Sydney NSW 2001	Ph: 1300 264 094 Email: idr@gio.com.au Postal: Internal Dispute Resolution GIO PO Box 14180 Melbourne City Mail Centre VIC 8001
GIO – Business Insurance	Commercial: <i>Small Business Tradies Insurance Public Liability Insurance Commercial Vehicle Not for Profit Professional Indemnity</i>	Ph: 13 10 10 Email: privacyaccessrequests@gio.com.au Postal: GIO Business GPO BOX 2470, Adelaide, SA 5001	Ph: 13 10 10 Email: gioservice@gio.com.au Postal: GIO Reply Paid 3999 Sydney NSW 2001	Ph: 1300 264 094 Email: idr@gio.com.au Postal: Internal Dispute Resolution GIO PO Box 14180 Melbourne City Mail Centre VIC 8001

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GIO – CTP/MAI	Compulsory Insurance NSW CTP/Green Slip ACT MAI	Ph: 13 10 10 Email: opsctp@gio.com.au Postal: GIO CTP Claims GPO Box 4091 Sydney NSW 2001 Online: using our “ <i>online enquiry form</i> ” NSW CTP (gio.com.au)	Ph: 13 10 10 Email: gioservice@gio.com.au Postal: GIO CTP Claims GPO Box 4091 Sydney NSW 2001	Ph: 1300 264 094 Email: idr@gio.com.au Postal: Internal Dispute Resolution GIO PO Box 14180 Melbourne City Mail Centre VIC 8001
GIO – Workers Compensation	<i>NSW Workers Compensation</i>	Ph: 13 10 10 Email: wc.complaints@suncorp.com.au	Ph: 13 10 10 Email: wc.customerrelations@suncorp.com.au	Please contact your case manager for referral to Customer Relations. Ph: 13 10 10 Email: wclaims_nsw@gio.com.au Postal: GIO Workers Compensation GPO Box 1464 Sydney NSW 2001

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GIO – Workers Compensation	<i>All other states</i>	Ph: 13 10 10 Email: wc.complaints@suncorp.com.au	For all states Ph: 13 10 10 WA Email: wc.complaints@suncorp.com.au Postal: GIO Workers Compensation GPO Box B50 Perth WA 6838 ACT Email: giopolicy@gio.com.au Postal: GIO Workers Compensation PO Box 47 Woden ACT 2606 TAS Email: giopolicy@gio.com.au Postal: GIO Workers Compensation GPO Box 509 Hobart TAS 7001 NT Email: giopolicy@gio.com.au Postal: GIO Workers Compensation GPO Box 377 Darwin NT 0801	Ph: 1300 264 094 Email: idr@gio.com.au Postal: GIO Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001
GIO – Life	<i>Life Protect Accidental Death Funeral Plan Accidental Injury</i>	Ph: 1800 604 946 Email: customerservice@giolifeinsurance.com.au Postal: GIO Life Customer Service Reply Paid 68 Sydney NSW 2001	Ph: 1800 604 946 Email: IDRcomplaints@tal.com.au Postal: GIO Life Customer Service Reply Paid 68 Sydney NSW 2001	Ph: 1800 604 946 Email: customerservice@giolifeinsurance.com.au Postal: GIO Life Customer Service Reply Paid 68 Sydney NSW 2001

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Shannons	<i>Car Bike Home</i>	<p>Ph: 13 46 46</p> <p>Email: privacyaccessrequests@shannons.com.au</p> <p>Postal: Write to your local Shannons branch (View Shannons Offices)</p> <p>Online: Using our enquiry form</p>	<p>Ph: 13 46 46</p> <p>Email: enquiries@shannons.com.au</p> <p>Postal: Write to your local Shannons branch (View Shannons Offices)</p> <p>Online: Using our enquiry form</p>	<p>Ph: 1300 240 664</p> <p>Email: idr@shannons.com.au</p> <p>Postal: Shannons Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001</p>
Shannons – CTP	<i>NSW CTP Insurance</i>	<p>Ph: 13 46 46</p> <p>Email: privacyaccessrequests@shannons.com.au</p>	<p>Ph: 13 10 10</p>	<p>Ph: 1300 240 664</p> <p>Email: idr@shannons.com.au</p> <p>Postal: PO Box 14180 Melbourne City Mail Centre VIC 8001</p>
Terri Scheer	<i>Landlord Insurance Holiday Rental Insurance Building Insurance Combined Cover</i>	<p>Ph: 1800 804 016</p> <p>Email: privacyaccessrequests@terrischeer.com.au</p>	<p>Ph: 1800 804 016</p> <p>Email: customerservice@terrischeer.com.au</p> <p>Postal: Terri Scheer GPO Box 1619 Adelaide SA 5001</p>	<p>Ph: 1300 264 783</p> <p>Email: idr@terrischeer.com.au</p> <p>Postal: Internal Dispute Resolution Terri Scheer PO Box 14180 Melbourne City Mail Centre VIC 8001</p>

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Vero – Commercial	<p>Motor Fleet:</p> <p>Professional & Financial Risks: <i>Association Liability</i> <i>ITech Liability</i> <i>Medical Malpractice</i> <i>Professional Indemnity</i> <i>Directors and Officers</i> <i>Management Liability</i> <i>Superannuation Fund Trustee</i></p> <p>SME Packages: <i>Business Insurance</i> <i>Mobile Business</i> <i>Professional Services</i> <i>Not for Profit</i> <i>Commercial Motor (non-Fleet)</i> <i>Motor Trade</i> <i>Retail Services</i> <i>Tax Probe Plus</i></p> <p>Public & Products Liability</p> <p>Property (ISR)</p> <p>Engineering (<i>Equipment Breakdown</i>)</p> <p>Surety Bonds</p>	<p>Ph: 1800 888 073</p> <p>Email: privacyaccessrequests@vero.com.au</p>	<p>Ph: 1800 888 073</p> <p>Email: claims@vero.com.au</p> <p>Postal: Vero Claims GPO Box 346 Sydney NSW 2001</p> <p>Online: <i>Using our Online Complaint form</i> https://www.suncorp.com.au/complaint-form.html</p>	<p>Ph: 1300 264 470</p> <p>Email: idr@vero.com.au</p> <p>Postal: Vero Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001</p>
Vero – Brokers	<p><i>Relating to products sold through one of our Brokers, contact your broker directly or by these details</i></p>	<p>Ph: 1800 888 073</p> <p>Email: claims@vero.com.au</p> <p>Postal: Vero Claims GPO Box 346 Sydney NSW 2001</p>	<p>Ph: 1800 888 073</p> <p>Email: claims@vero.com.au</p> <p>Postal: Vero Claims GPO Box 346 Sydney NSW 2001</p>	<p>Ph: 1300 264 470</p> <p>Email: idr@vero.com.au</p> <p>Postal: Vero Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001</p>

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Vero – Corporate Partners	<i>Relating to products sold through one of our Corporate Partners</i>	Phone: 1300 794 133 Email: corppartners@vero.com.au Postal: Vero Insurance Limited GPO Box 1619 Adelaide, SA 5001	Phone: 1300 794 133 Email: corppartners@vero.com.au Postal: Vero Insurance Limited GPO Box 1619 Adelaide, SA 5001	Ph: 1300 264 470 Email: idr@vero.com.au Postal: Vero Customer Relations PO Box 14180 Melbourne City Mail Centre VIC 8001
Suncorp Insurance – General Insurance	Home & Property: Home & Contents Home Building only Contents only Landlord Renters Strata Car & Vehicle: Comprehensive Car Third Party Car Motorcycle Caravan & Trailer Motorhome Boat Rideshare	Ph: 13 11 55 Email: privacyaccessrequests@suncorp.com.au Suncorp Insurance PO Box 453 Brisbane QLD 4001 Online: using our online virtual assistant https://www.suncorp.com.au/insurance/#	Ph: 13 11 55 Email: Customer.relations@suncorp.com.au Postal: Suncorp Insurance GPO Box 68 Sydney NSW 2001	Ph: 1300 264 053 Email: idr@suncorp.com.au Postal: Customer Relations Suncorp Insurance PO Box 14180 Melbourne City Mail Centre VIC 8001
Suncorp Insurance – CTP QLD	CTP (QLD)	Ph: 13 11 60 Email: privacyaccessrequests@suncorp.com.au Postal: Suncorp CTP Claims (GI008) PO Box 1453 Brisbane QLD 4001 Online: using our online virtual assistant https://www.suncorp.com.au/insurance/#	Ph: 13 11 55 Email: Customer.relations@suncorp.com.au Postal: Suncorp Insurance GPO Box 68 Sydney NSW 2001	Ph: 1300 264 053 Email: CTPSchemeCustomerSolutions@suncorp.com.au Postal: CTP Claims (GI008) GPO Box 1453 Brisbane Qld 4001

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Suncorp Insurance – Life	<i>Life Protect Accidental Death Funeral Plan Life Protect Express Accidental Injury Income Protection Bill Protect</i>	Ph: 13 11 55	Ph: 13 11 55	Ph: 13 11 55
		Email: customerservice@suncorplifeinsurance.com.au	Email: customerservice@suncorplifeinsurance.com.au	Email: customerservice@suncorplifeinsurance.com.au
		Postal: Suncorp Life Customer Service Reply Paid 68 Sydney NSW 2001	Postal: Suncorp Life Customer Service Reply Paid 68 Sydney NSW 2001	Postal: Suncorp Life Customer Service Reply Paid 68 Sydney NSW 2001
Suncorp Insurance – Life	<i>Life Insurance Income Protection Funeral Insurance</i>	Ph: 1300 615 699	Ph: 1300 615 699	Ph: 1300 615 699
		Email: customerservice@suncorplifeinsurance.com.au	Email: customerservice@suncorplifeinsurance.com.au	Email: customerservice@suncorplifeinsurance.com.au
		Postal: Suncorp Life Customer Service Reply Paid 5380 Sydney NSW 2001	Postal: Suncorp Life Customer Service Reply Paid 5380 Sydney NSW 2001	Postal: Suncorp Life Customer Service Reply Paid 5380 Sydney NSW 2001
Suncorp Insurance – Life	<i>Home Loan Protect</i>	Ph: 13 11 55	Ph: 13 11 55	Ph: 13 11 55
		Email: customerservice@suncorplifeinsurance.com.au	Email: customerservice@suncorplifeinsurance.com.au	Email: customerservice@suncorplifeinsurance.com.au
		Postal: Suncorp Life Customer Service Reply Paid 68 Sydney NSW 2001	Postal: Suncorp Life Customer Service Reply Paid 68 Sydney NSW 2001	Postal: Suncorp Life Customer Service Reply Paid 68 Sydney NSW 2001

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Suncorp Group – Share Registrar	<i>Share registry for all information held in the Suncorp Share Register and your shareholding</i>	Ph (in Australia): 1300 882 012 Ph (overseas): +61 2 8280 7450 Email: suncorp.employees@cm.mpms.mufg.com Postal: Locked Bag A14 Sydney South NSW 1235	Ph (in Australia): 1300 882 012 Ph (overseas): +61 2 8280 7450 Email: suncorp.employees@cm.mpms.mufg.com Postal: Locked Bag A14 Sydney South NSW 1235	Ph (in Australia): 1300 882 012 Ph (overseas): +61 2 8280 7450 Email: suncorp.employees@cm.mpms.mufg.com Postal: Locked Bag A14 Sydney South NSW 1235
Suncorp Corporate Services Pty Ltd	<i>Brighter Futures Community</i>	Ph: 13 11 55 Email: brighterfuturescommunity@suncorp.com.au Postal: Brighter Futures Community 80 Ann Street Brisbane QLD 4000	Ph: 13 11 55 Email: brighterfuturescommunity@suncorp.com.au Postal: Brighter Futures Community 80 Ann Street Brisbane QLD 4000	Ph: 13 11 55 Email: brighterfuturescommunity@suncorp.com.au Postal: Brighter Futures Community 80 Ann Street Brisbane QLD 4000
Platform Ventures Pty Ltd	<i>Corporate authorised representative of TAL Direct Pty Limited</i>	Ph: 13 11 55 Postal: Suncorp Customer Relations Unit GPO Box 68 Sydney NSW 2001	Ph: 13 11 55 Email: Customer.relations@suncorp.com.au Postal: Suncorp Customer Relations Unit GPO Box 68 Sydney NSW 2001	Ph: 1300 264 053 Email: idr@suncorp.com.au Postal: Customer Relations Suncorp Insurance PO Box 14180 Melbourne City Mail Centre VIC 8001

