



# Know what to do and where to go

**Solomon Islands  
complaints process**

Here at QBE Insurance, we strive to have fair and open dealings with our customer. As part of this goal we have a formal procedure for handling complaints.

## Stage one

### **Internal Resolution Process**

If you have a complaint please contact us and explain the problem. You can either contact the QBE person who made the decision you are unhappy with, or our Honiara office (details overleaf).

Please try to provide us with as much information as possible about the reasons for your complaint. One of our staff members will acknowledge the receipt of your complaint and gather all relevant information. In most cases we will provide a response to you within 10 days of receiving all information we need to determine your complaint.

Complaints can sometimes be held up because we need information from third parties, but if this happens we will keep you informed. If you are not satisfied with the decision, you can ask for the complaint to be referred to a manager.

This person will review the complaint file, reach a view and advise you in writing as soon as possible. They will also keep you updated on the timeframe, as the matter may require further investigation.

If the matter remains unresolved, you can then ask that the matter be referred to QBE's dispute resolution panel. The panel, made up of appropriate senior managers, will review the complaint and make a final decision. You will receive the panel's decision in writing.

## Stage Two

### External Resolution Process

If our panel decision is unacceptable to you, you have the following options available to you.

- 1.** You may refer the complaint to the Central Bank of Solomon Islands:

Phone + 677 217 91

Email [info@cbsi.com.sb](mailto:info@cbsi.com.sb)

Mail The Commissioner of Insurance  
Central Bank of Solomon Islands  
PO Box 634  
Honiara

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- 2.** You may seek independent legal advice.



**QBE Insurance (International) Pty Limited,  
Solomons Islands Branch**

Panatina Plaza, Prince Philip Highway

PO Box 764, Honiara

Phone: + 677 388 84

Email: [info.sol@qbe.com](mailto:info.sol@qbe.com)

[qbe.com/pi](http://qbe.com/pi)