



<http://understandinsurance.com.au/useful-contacts>

Useful Contacts

Australian and New Zealand Institute of Insurance and Finance

The Australian and New Zealand Institute of Insurance and Finance is the leading provider of education, training and professional development services to the insurance and financial services industry in Australia, New Zealand and the Asia Pacific region.

- www.theinstitute.com.au [<http://www.theinstitute.com.au/>]
- [\[email protected\]](mailto:) [[mailto:\[email protected\]](mailto:)]
- (03) 9613 7280
- (03) 9642 4166
- Level 8, 600 Bourke Street, Melbourne VIC 3000 Australia

Australian Prudential Regulation Authority

The Australian Prudential Regulation Authority (APRA) regulates the general insurance industry in Australia.

- www.apra.gov.au [<http://www.apra.gov.au/>]
- [General inquiry form](http://www.apra.gov.au/Pages/Contact-APRA.aspx) [<http://www.apra.gov.au/Pages/Contact-APRA.aspx>]
- 1300 558 849

Australian Securities and Investments Commission

The Australian Securities and Investments Commission (ASIC) is Australia's corporate, markets and financial services regulator.

- www.asic.gov.au [<http://www.asic.gov.au/>] and www.moneysmart.gov.au [<http://www.moneysmart.gov.au/>]
- [General inquiry form](https://www.edge.asic.gov.au/008/inquiryV001?get/inquiryDetails/t=5ed728d97a9df04679655f37caab436f933cb7d) [<https://www.edge.asic.gov.au/008/inquiryV001?get/inquiryDetails/t=5ed728d97a9df04679655f37caab436f933cb7d>]
- 1300 300 630

Find an Insurer

Find an Insurer is a referral service run by the [Insurance Council of Australia](http://www.insurancecouncil.com.au/) [<http://www.insurancecouncil.com.au/>] (ICA) designed to help consumers find a list of general insurers who offer particular products.

- www.findaninsurer.com.au [<http://www.findaninsurer.com.au/>]
- 1300 884 934

Australian Financial Complaints Authority

The Australian Financial Complaints Authority (AFCA) provides specialised services in dispute resolution, systemic issues management and code monitoring.

AFCA is a not-for-profit external dispute resolution scheme that provides free, fair and accessible services to consumers (including some small businesses) who are unable to resolve disputes with financial services providers that are members of AFCA.

- www.afca.org.au [<http://www.insuranceombudsman.com.au/>]
- [\[email protected\]](mailto:) [[mailto:\[email protected\]](mailto:)]
- 1800 931 678
- GPO Box 3, Melbourne VIC 3001 Australia

Insurance Council of Australia

The Insurance Council of Australia (ICA) is the representative body of the general insurance industry in Australia. Its members represent more than 90 per cent of total premium income written by private sector general insurers. Insurance Council members, both insurers and reinsurers, are a significant part of the Australian financial services system.

- www.insurancecouncil.com.au [<http://www.insurancecouncil.com.au>]
- [General inquiry form](http://www.insurancecouncil.com.au/contact-us) [<http://www.insurancecouncil.com.au/contact-us>]
- 1300 728 228
- PO Box R1832, Royal Exchange, Sydney, NSW 1225 Australia

Insurance Fraud Bureau of Australia

The Insurance Fraud Bureau of Australia (IFBA) is a working element of the Insurance Council of Australia (ICA), established to help combat insurance fraud in all of its forms.

- www.ifbaintelligence.com [<http://www.ifba.org.au/>]
- [\[email protected\]](mailto:) [[mailto:\[email protected\]](mailto:)]
- 1800 600 444
- (02) 8580 4895

National Insurance Brokers Association

The National Insurance Brokers Association (NIBA) is the national trade association for licensed life and general insurance brokers in Australia. It is a not-for-profit organisation and neither sells insurance products or represents insurance companies. NIBA is the national voice of insurance brokers and an advocate for insurance consumers.

- www.niba.com.au [<http://www.niba.com.au>] and www.needabroker.com.au [<http://www.needabroker.com.au>]
- [\[email protected\]](mailto:) [[mailto:\[email protected\]](mailto:)]
- (02) 9964 9400
- (02) 9964 9332
- Level 11, 20 Berry Street, North Sydney NSW 2060 Australia