

GENERAL INSURANCE CODE OF PRACTICE

Aircrew Insurance is a Business Name of Strategic Underwriting Pty Ltd (ABN 71 619 739 212 AFSL 554 636), referred to as 'Aircrew Insurance', (we, 'us', or 'our' in this document).

In accordance with the authorities delegated to Aircrew Insurance where we act on behalf of an insurer, we are bound by the General Insurance Code of Practice (The Code).

WHAT IS THE CODE OF PRACTICE?

The Code is designed to set minimum standards of practice and service in the insurance industry and requires open, fair and honest dealings with customers.

The Code aims to:

- promote a better, more informed relationship between insurers and their customers;
- improve consumer confidence in the general insurance industry;
- provide fair and effective mechanisms for the resolution of complaints and disputes between insurers and their customers;
- commit insurers and the professionals they rely upon to higher standards of customer service;
- to promote continuous improvement of the general insurance industry through education and training.

The Code includes standards covering buying insurance, claims handling, responding to catastrophes and disasters and complaints handling procedures.

For more information on the Code, please visit www.codeofpractice.com.au