

# Complaint Form

QBE Pacific Islands



## A. Markets

Please use the checklist below to indicate the operation in the QBE Pacific Islands region to which you will be submitting this complaint form.

| MARKET           | BUSINESS NAME                             | PLEASE TICK              |
|------------------|---|--------------------------|
| Fiji             | QBE Insurance (Fiji) Limited              | <input type="checkbox"/> |
| Papua New Guinea | QBE Insurance (PNG) Limited               | <input type="checkbox"/> |
| Solomon Islands  | QBE Insurance (International) Pty Limited | <input type="checkbox"/> |
| Vanuatu          | QBE Insurance (Vanuatu) Limited           | <input type="checkbox"/> |

## B. Complaint details

Date of complaint

Name of complainant

Postal address

Email address  Telephone no.

Policy no. / claim no.

Product type

Complaint type (please tick)

- (1) Service delivery     (2) Errors or omissions     (3) Employee behaviour     (4) Incorrect [or inappropriate] advice
- (5) Disputes     (6) Fraud / misappropriation     (7) Product

Details of complaint (Please provide as much information as possible about the reasons for your complaint.)

## C. Signature

Signature

Date

### Fiji

#### QBE Insurance (Fiji) Limited

QBE Centre, 33 Victoria Parade  
Suva  
Tel: + 679 331 5455  
Fax: + 679 330 0285  
email: info.fiji@qbe.com  
qbepacific.com

### Papua New Guinea

#### QBE Insurance (PNG) Limited

QBE Building, Musgrave Street  
Port Moresby  
Tel: +675 321 2144  
Fax: +675 321 4756  
Email: info.png@qbe.com  
qbepacific.com

### Solomon Islands

#### QBE Insurance (International) Pty Limited

Panatina Plaza, Prince Philip  
Highway, Honiara  
Tel: + 677 388 84  
Fax: + 677 388 87  
Email: info.sol@qbe.com  
qbepacific.com

### Vanuatu

#### QBE Insurance (Vanuatu) Limited

Level 2, Office 2a - 2c / 2g  
Tana Russet Complex, Port Vila  
Tel: + 678 353 00  
Fax: + 678 355 10  
Email: info.van@qbe.com  
qbepacific.com