



# Code of Practice

Balanced Underwriting proudly supports the General Insurance Code of Practice. The purpose of the Code is to raise standards of practice and service in the general insurance industry.

The General Insurance Code of Practice was introduced in 1994 by the Insurance Council of Australia as a voluntary Code and it has been regularly reviewed and updated.

**The code aims to:**

Provide value, transparency and fairness of products and services.

Promote trust, integrity and respect, with more informed relations between insurers and their customers.

Improve consumer confidence in the general insurance industry.

Provide better 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.

A copy of the General Insurance Code of Practice can be obtained by contacting us at **Balanced Underwriting** or directly from [www.insurancecouncil.com.au/cop/](http://www.insurancecouncil.com.au/cop/)

