

# GENERAL INSURANCE CODE OF PRACTICE

---

In accordance with the authorities delegated to the SURA Group of Companies and their Related Body Corporates where we act on behalf of an insurer, we are bound by the General Insurance 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 better, 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.

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](http://www.codeofpractice.com.au)

---

**SURA PTY LTD, ABN 36 115 672 350, AFSL 294 313**

**SURA PROFESSIONAL RISKS PTY LTD** ABN 85 168 337 657 IS AN AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313

**SURA HOSPITALITY PTY LTD** ABN 61 060 176 543, IS AN AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350 AFSL 294 313

**SURA LABOUR HIRE PTY LTD** ABN 67 604 373 088 IS AN AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313

**SURA ENGINEERING PTY LTD** ABN 40 147 579 100 IS AN AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313

**SURA CONSTRUCTION PTY LTD** ABN 35 147 580 756 IS AN AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350 AFSL 294 313

**SURA FILM AND ENTERTAINMENT PTY LTD** ABN 48 160 769 602 AN AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313

**SURA MARINE** A TRADING NAME OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313

**SURA PLANT AND EQUIPMENT PTY LTD** ABN 85 087 238 837 AN AUTHORISED REPRESENTATIVE OF SURA PTY LTD ABN 36 115 672 350, AFSL 294 313

**SURA SPECIALTY LTD** ABN 34 125 318 247 AN AUTHORISED REPRESENTATIVE OF SURA PTY LTD 36 115 672 350 AFSL 294313

**SURA AUSTRALIAN BUS AND COACH** A TRADING NAME OF SURA PTY LTD ABN 36 115 672 350 AFSL 294 313