

Moneyhound-comparethemarket.com.au Complaints & IDR Process

The Moneyhound health webpage (Site) is hosted and managed by Compare The Market PTY Ltd on behalf of Yahoo!7 Money Hound. The call centre that supports this Site is operated by Compare The Market and we are happy to address any issues or concerns that you may have directly.

At Compare The Market we do our very best to meet the highest possible standards in our work. However, if you have a complaint about our service that you'd like us to address, here's the process. Don't forget: we're here to help.

The very first thing to do is to let us know as soon as possible. If you are already on the phone to us, please let the consultant know straight away that you have a concern. If that is impractical, you can:

- Call one of our Team Leaders on 1800 465 150 when you have a moment
- Email us at email@comparethemarket.com.au, or
- Write to the Health Account Manager, Compare The Market Pty Ltd PO Box 301, Toowong, QLD, 4066

If we cannot resolve your complaint immediately, we have an escalation procedure that ensures that your problem receives our full attention. Your concerns will immediately be passed to a Team Leader, who will discuss them with you within 24 hours, and make sure that we have all the information. If the Team Leader is still unable to satisfactorily set things right, the complaint will be referred to Compare The Market's Internal Disputes Resolution Team (IDR) who will take up the case, and is committed to responding to you within ten days. In the event that you disagree with the IDR decision, you can appeal to the Private Health Insurance Ombudsman Service on 1800 640 695 or by email at info@phio.org.au. You can also visit the PHIO website at www.phio.org.au.

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