



Code of Practice

The General Insurance Code of Practice (the Code) sets the standards of customer service that you can expect from us.

The standards covered by the Code include buying and renewing insurance, claims handling and complaints handling. We've adopted the Code and we're committed to complying with it.

If you would like to know more about the Code, visit codeofpractice.com.au.

How we develop our insurance

We develop and distribute retail insurance that meets our customers' likely needs, objectives and financial situations.

Our [Target Market Determinations \(TMDs\)](#) help you understand the types of people our insurance policies are designed for.

