



Home Owners Charter

A guide to how we work with you.

We're committed to customer service.

Our Commitment To You

We hope that you never have to make a claim, but we commit to provide you with the in-built protection that, if things go wrong with your home, Vero home warranty insurance will be there to pick up the pieces in accordance with the policy conditions.

Claims Service Guarantee

- ▼ We will listen carefully to you at all times.
- ▼ We will communicate in plain language.
- ▼ We will respond to your telephone enquiry within 24 hours and your written enquiry within 5 working days of receipt.
- ▼ We will respect the confidentiality of your personal information and circumstances.
- ▼ Our appointed consultants are qualified professionals and experts in their field. They are contractually bound to ensure quality service and timely outcomes.
- ▼ We ensure that the builders you authorise to undertake the rectification work are properly and appropriately licensed.

Claims Process

- ▼ When you first notify us of a possible claim we will explain the claims process and what documentation is required to substantiate a claim.
- ▼ We will make a decision regarding your claim within 90 days of receiving your claim.

- ▼ We will appoint a suitably qualified expert to assess your claim.
- ▼ Your claims specialist will actively manage your claim to ensure the claim proceeds in an efficient and timely manner.
- ▼ Your claims specialist will keep you regularly informed of progress on your claim.
- ▼ We will provide you with a scope of works for the completion or rectification of your home.
- ▼ Upon acceptance of your claim and with your agreement we will arrange for satisfactory completion or rectification. The work on your home will be completed to the specifications and standard in the original building contract and in accordance with the Building Code of Australia, relevant Australian Standards and the Guide to Standards and Tolerances.
- ▼ We will contact you within 30 days of completion of the work to ensure it has been carried out to your satisfaction.

Customer Complaints

We aim to provide an efficient and transparent claims process. If you are not satisfied with our service then we welcome your feedback.

Our Dispute Resolution Process:

1. Please advise your claims specialist handling your claim if you are dissatisfied with;

- ▼ our handling of your claim
- ▼ the services of our consultants or builders
- * our decision.

2. Your claims specialist or their supervisor will try to resolve your concern as soon as possible, usually within 24 hours of receiving your complaint.
3. If your complaint cannot be resolved to your satisfaction it will be referred to the Claims Manager who will contact you within 5 working days of us first receiving your complaint.
4. If the Claims Manager is unable to resolve your complaint to your satisfaction, you can request that it be referred to general management. We will send you our final decision in writing within 15 working days of us first receiving your complaint.

And if your complaint remains unresolved...

We deal with complaints in a fair and prompt manner. However, if you remain dissatisfied, you may consider external dispute resolution, mediation, arbitration or legal action. We will provide you with information about how to access these options when we provide you with our final decision.

Vero Warranty is a division of Vero Insurance Limited
ABN 48 005 297 807

Vero Warranty...
"built to last".

Protecting over 700,000 Australian homes*
Over 25 years of continuous experience in the home warranty insurance business