EDR Response Guide

Delay

This guide has been prepared to assist financial firms in preparing a quality external dispute resolution (EDR) response for complaints about delay. This is **a guide only**.

It is important to note the following:

* All issues raised in a complaint should be addressed. If there are multiple issues, please refer to the additional EDR response templates available or consider addressing them in a separate section as it is important that all issues are addressed.
* This is your EDR response. As such it is to be sent to both AFCA and the complainant. It is to the benefit of all parties for the complainant to understand the reason for your position.
* AFCA will generally seek more information if a complaint does not resolve at Registration & Referral. AFCA still expects a response to any subsequent requests for information.

This guide may change over the time to reflect any feedback.

To ensure a comprehensive response for delay complaints, an EDR response should include the sections outlined below.

## Complaint summary

|  |  |
| --- | --- |
| Complaint details | |
| Financial firm name |  |
| Financial firm reference |  |
| Complainant name |  |
| AFCA reference |  |

## Policy Summary

|  |  |
| --- | --- |
| Policy Details | |
| Insured |  |
| Policy number |  |
| Policy type |  |
| Insured property |  |
| Excess |  |

## Complainant’s position

[Outline the financial firm’s understanding of the complainant’s position.

Include necessary background information including (but not limited to):

* claim amount
* any payments made to the insured.]

## Financial firm’s reasons for position

[Briefly outline the financial firm’s position in relation to each of the complainant’s issues].

If the financial firm has taken steps to attempt to resolve include details: (eg. the financial firm provided a response to the complainant, offering to [ ]. The complainant rejected the offer and said [ ].)

## Financial firm’s position

Outline how you have considered all of the issues raised in the complaint and set out the financial firm’s reasons for its position, noting what information you have considered to reach this view. It is important you consider your obligations and whether you have met them.

In relation to complaints about delay, AFCA will consider whether the financial firm has assessed and made a claim decision within a reasonable timeframe and/or whether the actions of the financial firm has contributed to unreasonable delays in the progress of a claim.

[Insert a timeline of the claim including (but not limited to):

* claim lodgement
* claim assessment
* date of any repairs.

Detail any issues that have contributed to a delay:

* detail what the issues are
* when they occurred
* who the financial firm believes is responsible and
* what steps the financial firm has taken to overcome the issues.

Detail any information that is still outstanding:

* why is it relevant?
* when did you request it?

When do you expect to finish the claim assessment and provide your decision?]

## Jurisdictional issues?

Include the details of any jurisdictional issues the financial firm wishes to raise. Ensure you refer to the AFCA Operational Guidelines and any relevant approach documents.

Full details of the section of the AFCA Rules must be included to ensure that AFCA and the complainant understand the jurisdictional issue(s) being raised.

## Complainant’s position (optional)

[If necessary, outline the complainant’s position on the financial firm’s decision].

## Proposals to resolve the complaint

Set out any action the financial firm is willing to take/accept to resolve the complaint.

This includes any proposed cash settlement amounts.

[If you require further information before you can offer a resolution, please provide details of what information is required].

## Supporting information

Include a list of all the supporting information provided.

In relation to a complaint about delay, the following information is usually required:

* denial letter
* IDR response
* the certificate of insurance
* insurance policy booklet
* the product disclosure statement relevant at the time of the loss
* any claim form and supporting documentation
* a chronology of events, from when the financial firm became aware of the claim, to now
* any correspondence and system notes detailing all communication you had with the complainant in relation to the claim
* any assessment reports and colour photographs of the claimed damage
* any quotes, scope of works, details of cash settlements, if applicable
* transcripts of any statements
* expert reports
* investigation reports.

If other issues are raised, we offer a range of resources in the member resources section of the Secure Services portal. These include other EDR response guides, specific complaint topic guides and the Complaint Information Documentation guide.