

# CUSTOMER FEEDBACK FORM

Please complete this form and send to the relevant Customer Feedback Coordinator in your state. (Please see contact details on the back)

## CONTACT DETAILS

Full Name	
Claim Number (if applicable)	
Address	
Telephone	
Email	

## FEEDBACK

☐ Suggestion for Improvement ☐ Complaint ☐ Compliment

Which State should the feedback be lodged with:

☐ NSW ☐ VIC ☐ QLD ☐ SA ☐ NZ

Please tell us what services you are commenting on:

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Please provide the details behind your complaint, compliment or suggestion for improvement. If you know who you dealt with please also include their contact details and the date and/or time of any phone calls.

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Sign \_\_\_\_\_ Date \_\_\_\_\_

☐ For the purpose of investigating this complaint we may need to contact a third party. We require your consent to release any details of your complaint.

## CUSTOMER FEEDBACK COORDINATOR CONTACT DETAILS

### VICTORIA

#### **Locked Bag 3570, GPO Melbourne Vic 3000**

Phone: 1800 446 062 (*freecall*)  
+61 3 9297 9000  
Email: customerfeedback\_vic@gbtpa.com.au

### NEW SOUTH WALES

#### **Locked Bag 912, North Sydney NSW 2059**

Phone: 1800 007 033 (*freecall*)  
+61 2 9464 7111  
Email: customerfeedback\_nsw@gbtpa.com.au

### QUEENSLAND

#### **Locked Bag 14, Brisbane QLD 4001**

Phone: +61 7 3005 1900  
Email: customerfeedback\_qld@gbtpa.com.au

### SOUTH AUSTRALIA

#### **9 Glen Osmond Rd, Eastwood SA 5063**

Phone: +61 8 8357 2655  
Email: customerfeedback\_sa@gbtpa.com.au

### AUCKLAND

#### **Locked Bag 8971, Symonds St, Auckland 1150**

Phone: +64 9 966 1760  
Email: customerfeedback\_nz@gbtpa.com.au