**Insurance Dispute Template**

Use this letter if you have a dispute with your insurance company about the time the claim is taking to process, what is covered or something else you are not happy about.

The letter can be mailed or emailed.

The areas highlighted and in brackets require you to input your own information.

[Your Insurance Company Name]

[Address]

[Date]

Dear Sir/Madam

**Referral to Internal Dispute Resolution under Part 11 of the General Insurance Code of**

**Practice**

[Your Claim number/Policy number]

[Write a summary of things that you are unhappy about. This could be:

It has taken longer than promised to process my claim. It has been XXX weeks since the claim was lodged.

*OR*

I disagree with your decision on what is covered by my insurance claim.]

Please refer the matter to your Internal Dispute Resolution Process immediately.

I look forward to hearing from you within 10 business days.

Regards

[Your signature]

[your name and address]