

## **FOS Natural Disaster Hotline: 1800 337 444**

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To support the victims of natural disasters, the Financial Ombudsman Service (FOS) has set up a dedicated hotline to provide help and information on financial hardship, insurance claims and other financial issues experienced as a result of a natural disaster.

Please call **1800 337 444** and your call will be put directly through to our disaster helpline team.

Alternatively, you can email the team at **gidisaster@fos.org.au**.

## **Other contact details**

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We recommend that you visit our website at **www.fos.org.au** for comprehensive information about our services and help to answer questions you may have. If necessary, you can also lodge a dispute online.

To talk to one of our customer service staff, call **1300 78 08 08\***.

Other helpful contact details are:

Email: [info@fos.org.au](mailto:info@fos.org.au)

Mail: GPO Box 3, Melbourne VIC 3001

\* 9am – 5pm AEST. Calls will be charged for the cost of a local call from landlines. Calls from mobile phones will be charged at the applicable rate from your carrier.