

As an HCF member, you have every right to expect excellent service from us. We are committed to achieving this.

HCF is a not for profit organisation. Our focus is on our members, not shareholders.

Our mission

HCF's mission is to provide access to affordable, high quality health care.

Our commitment to you

We promise to:

Provide attentive, caring and prompt service

- We deal with your query on the spot
- We assign one HCF staff member to follow up with any outstanding issues
- Our sales staff are trained to help with all your enquiries
- We respond to your emails and letters promptly

Keep you up-to-date

- Changes in your policy and premiums are simple to understand and clearly explained
- We let you know of any changes to your policy conditions or cover **before** the change occurs
- You will receive clear, relevant information on claims and your membership

Value your privacy

- We never give your details to third parties for marketing purposes
- We never sell or rent your information
- We will keep your information correct and up-to-date (with your help)
- We always correct errors as quickly as possible

Please see our [Privacy Policy](#) for more information.

Always be available

With 48 branches nationwide, a comprehensive website and call centre, we are here to help.

Make claiming and dealing with us easy

We will provide you a range of ways you for you to claim – online, at our branches, or via on-the-spot HICAPS terminals at many providers, or through the post. Many of our hospitals and providers will process your claim for you.

We value your feedback

Contact us on 13 13 34 or email service@hcf.com.au. We look forward to hearing from you.