



Complaint Disclosure

We are always looking for ways to improve our service to you. If something has gone wrong, we want to know.

Please send an email to office@insureltd.co.nz and tell us what has happened and how we can resolve matters.

If you have any documents or correspondence that will help us understand your complaint, please attach them to the email.

When we receive your complaint, we will:

- acknowledge your complaint within 1-2 days.
- escalate through the formal complaints process and send you a copy of our Complaints Disclosure document.
- gather and evaluate information about your complaint.
- respond to you within 10 working days.

If we cannot agree on how to resolve the complaint, we will send you a letter of deadlock. You may then contact our Dispute Resolution Scheme, Insurance and Financial Services Ombudsman Scheme (IFSO). IFSO are independent and free for clients and an external dispute resolution scheme approved by the Minister of Consumer Affairs.

IFSO's service does not cost you anything and they will help resolve the complaint.

You can contact IFSO:

- by calling 0800 888 202
- by emailing info@ifso.nz
- through IFSO's website: www.ifso.nz
- writing to: Insurance & Financial Services Ombudsman Scheme, PO Box 10-845, Wellington 6143