



Disclosure Statement When a complaint is received

March 2021

Complaints handling and dispute resolution

We have received your complaint and will be considering it following our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Insurance and Financial Services Ombudsman (IFSO).

IFSO provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction.

You can contact IFSO by emailing info@ifso.nz or by calling: 0800 888 202. You can also write to them at: PO Box 10 845, Wellington 6143