

Client Complaint Process

Do you have a complaint?

We aim to provide you with the highest quality service and support. But if you do have a complaint or encounter a problem, please let us know as soon as you can. Our complaints process aims to address your concerns.

Step 1 – Let’s sort it out

Discuss your complaint with the person you’ve been dealing with and try to resolve it. Call 0800 388 111, email contactus@ginsure.co.nz or write to PO Box 199, Taihape, 4742

Step 2 – Review

If your complaint is not resolved by Step 1, you can call, complete a Feedback Form, which details your concerns. Clare Phyn will look into your complaint and give you a written response.

Step 3 – We are a Participant of the Insurance & Financial Services Ombudsman Scheme (“IFSO Scheme”).

You can refer your complaint to the IFSO Scheme if it has not been resolved after going through our complaints process. This is a free, independent dispute resolution service which will consider your complaint and, either reach an agreed outcome, or make a decision.

See www.ifso.nz or call 0800 888 202 for information on the IFSO Scheme.