

## 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](mailto:contactus@ginsure.co.nz), complete the Get In Touch details via our website <https://www.ginsure.co.nz/make-a-complaint/> 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. The Practice Manager 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](http://www.ifso.nz) or call 0800 888 202 for information on the IFSO Scheme

**Insurance & Financial Services Ombudsman Scheme**  
**PO Box 10-845**  
**Wellington 6143**  
**NEW ZEALAND**