

Customer Complaint Process

Do you have a complaint or problem?

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 outlined below 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 us on 0800 388 111; email: contactus@ginsure.co.nz; complete the Get In Touch details via our website <https://www.ginsure.co.nz/make-a-complaint/>, write to PO Box 199, Taihape, 4742 or call in to one of our offices.

Step 2 – Review

If your complaint is not resolved at the end of Step 1, you can call, email, or arrange to see the Practice Manager or complete a **Complaint / 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”).

If at the end of Step 2, your complaint is not resolved, this is called “deadlock”, and you can refer your complaint to the Insurance & Financial Services Ombudsman Scheme (IFSO Scheme). This is a free, independent dispute resolution scheme which will consider your complaint and, either reach an agreed outcome, or make a decision.

Note: If you wish to complain to the IFSO Scheme, you must do so within 3 months of the date of the being notified of “deadlock”. Complaints made to the IFSO Scheme after 3 months are usually not able to be accepted.

Contact details:

Insurance & Financial Services Ombudsman Scheme

Email: info@ifso.nz Website: www.ifso.nz Freephone: 0800 888 202
P O Box 10-845 Wellington 6143, New Zealand