

Complaints about the Insurance & Financial Services Ombudsman ("IFSO") Scheme

If you are dissatisfied with any aspect of **our service**, or **our process**, we want you to tell us. This will help us identify any problems, so we can try to resolve them. **However, this process is not aimed at reviewing your insurance or financial services complaint.**

How to make a complaint about our service or our process

The IFSO Scheme is committed to the resolution of complaints generally. That is why we have set up an internal complaints process to deal with complaints about **our service** or **our process**.

We will need certain information, including details of your complaint about **our service** or **our process** and what you would like to happen. All the initial questions we need you to answer are on the attached **Insurance & Financial Services Ombudsman Scheme Complaint Form**. If you make a complaint about **our service** or **our process** by telephone, we will ask you the questions, but we might need more information when we investigate your complaint.

Complaints can be made

1. By telephone:

- We encourage you to contact the Case Manager who dealt with your insurance or savings complaint, who will record your concern as a formal complaint and may be able to assist you immediately; or
- You can contact the IFSO on 0800 888 202

2. By letter:

Using the **Insurance & Financial Services Ombudsman Scheme Complaint Form**, send the details of your complaint about **our service** or **our process** (and any supporting documentation) to:

The Insurance & Financial Services Ombudsman Scheme
P O Box 10 845
WELLINGTON 6143

3. By email:

Using the **Insurance & Financial Services Ombudsman Scheme Complaint Form**, email the details of your complaint about **our service** or **our process** (and any supporting documentation) to:

info@ifso.nz

4. By fax:

Using the **Insurance & Financial Services Ombudsman Scheme Complaint Form**, fax the details of your complaint about **our service** or **our process** (and any supporting documentation) to:

The Insurance & Financial Services Ombudsman
Fax: (04) 499 7614

Resolving your complaint about the IFSO Scheme

Every issue raised with a Case Manager, as part of a complaint about **our service** or **our process**, will be addressed as quickly as possible by the IFSO. If an issue cannot be resolved immediately, you will be contacted within 7 days and the ongoing process will be explained to you. We aim to resolve all issues within the following time frames:

1. Simple complaints should be resolved within 7 days.
2. Issues requiring specialist advice, or further investigation, should be resolved within 28 days from the time your complaint is formally made to us.
3. If more time is required to resolve or investigate your complaint, you will be advised in writing.

How to get feedback on the progress of your complaint

If you want to get feedback on how your complaint is progressing, please contact the IFSO.

If we are unable to resolve your complaint to your satisfaction, the IFSO will discuss other options with you.

