

Complaints Procedure

DISPUTES RESOLUTION – WHAT SHOULD YOU DO IF SOMETHING GOES WRONG?

If you have a problem, complaint or are not satisfied with the service you have received from us you should contact us so we can try to resolve the problem in a timely manner.

We will have one of Directors undertake to investigate your concerns promptly and fairly.

Please Contact: 09 377 3393
Managing Director:
Peter Haslam – peter@nnibrokers.co.nz

Directors:
Scott Edwards – scott@nnibrokers.co.nz
Greg Moreton – greg@nnibrokers.co.nz

If you are not satisfied by our response we are a member of an Insurance & Financial Services Ombudsman Scheme “IFSO”. You may refer the matter to IFSO by:

Emailing: info@ifso.nz

Calling: IFSO on 0800 888 202.

Full details of how to access the FSCL scheme can be obtained on their website www.ifso.nz. There is no cost to you to use the services of IFSO.