

## 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 investigate your concerns promptly and fairly.

Please Contact: 09 377 3393

Directors:

Scott Edwards –[scott@nnibrokers.co.nz](mailto:scott@nnibrokers.co.nz)

Greg Moreton –[greg@nnibrokers.co.nz](mailto: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](mailto:info@ifso.nz)

Calling: IFSO on 0800 888 202.

Full details of how to access the IFSO scheme can be obtained on their website [www.ifso.nz](http://www.ifso.nz). There is no cost to you to use the services of IFSO.