



Resolving a Complaint or Problem

Our goal is to provide you with the highest levels of quality service and support at all times. But if you do have a complaint or encounter a problem, please let us know as soon as you can. Your feedback helps us continue to improve the products and services we offer. We are committed to sorting things out as quickly and fairly as possible, and we assure you that we will do our best to address your complaint quickly and sincerely.

We have a well-established and highly effective escalation process, meaning we will work with you to address your concerns as quickly as possible, whilst still providing you options to take the matter further if you are unhappy with the outcome.

Step One: Talk to Us

You can let us know about your concern in any of the following ways.

A quick chat, email or meeting with one of our staff is often all that's needed to sort out your concern.

Call us on: 09 274 5751

Email: rebecca@pic.co.nz

Pop in to see us at one of our Branches

Step Two: Contact our complaint resolution Team

If you feel that the staff member you dealt with did not resolve your complaint to your satisfaction, you can do any of the following:

- Ask to speak to the relevant Manager
 - Brent Postlewaight – Life and Medical Complaints
 - Keith Billot – Fire and General Complaints
 - Tony Mitchell – Employee Benefit Complaints

- Sometimes it helps to document your concerns. Simply complete our Customer Feedback Form, including details of your complaint and what you would like to see happen as a result. You can email this to us or post it to us.

Step Three: Ask the Insurance Ombudsman to help

We hope that your complaint has been resolved before this stage. If not you can ask for independent help from the Insurance Ombudsman.

How to contact the Insurance Ombudsman

Write to:
PO Box 10845
Wellington 6143

Email: info@iombudsman.org.nz
Website: www.iombudsman.org.nz
Freephone: 0800 888 202
Fax: 04 499 7614