pic INSURANCE BROKERS

BUSINESS BUILT ON RELATIONSHIPS

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 with 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: complaints@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
  - Peter Mensah – Life and Medical Complaints
  - Don Hinton & David Parker – Fire and General Complaints
  - Kristen Jones – Domestic
  - Daniel Garner – Marine
- 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. It not, you can ask for independent help from the Insurance & Financial Services Ombudsman Scheme Inc

How to Contact the Insurance Ombudsman

Write to: **Email:** info@ifso.nz

PO Box 10845 **Website:** www.ifso.nz

Wellington 6143 **Freephone:** 0800 888 20