



NOT HAPPY? You Can Use Our Internal Disputes (“IDR”) Resolution Process

If you have a complaint about a product or any part of our service, please tell [*me/my manager/our complaints manager*] so that we can try to fix it for you.

You can use our IDR process by contacting the person below by phone or email. I can then forward to you our complaints form for you to complete and return to us to action.

We will consider your complaint and try to resolve it. If we cannot do anything to help you when you first contact us, your complaint will be escalated to [*our complaints manager/someone more senior/a manager*] for review. You can contact

Paul Greenwood – Managing Director

Accent Insurance Brokers Limited
P.O. Box 230108
Botany
Auckland 2163

Ph: 09-5518873
Mobile: 0274-797866
Email: Paul.Greenwood@accentinsurance.co.nz

If, at the end of our IDR process, we still cannot agree on a resolution, you can contact the Insurance & Savings Ombudsman (“ISO”) Scheme Inc. The ISO Scheme has been approved by the Minister of Consumer Affairs to provide an external dispute resolution service to consumers with complaints about their financial service providers. This service will cost you nothing, and will help us to resolve any issues.

You can contact the ISO Scheme at:

Email: info@iombudsman.org.nz
Website: www.iombudsman.org.nz
Freephone: 0800 888 202
Fax: 04 499 7614
Address: P O Box 10845
WELLINGTON 6143

Your business is important to us and resolving complaints is part of a good business relationship with our clients.

Yours sincerely

Paul Greenwood