

## **PUTTING IT RIGHT**

### **The Commercial & Rural Insurance Brokers Ltd Complaints Process**

Commercial & Rural's goal is for clients to receive high quality advice & experience excellent customer service from our Brokers & Staff.

However, if you do have a complaint or concern, we want to hear from you.

We want the chance to put things right, and we want to know if there is something in our business that could be improved.

#### **Resolving your concerns**

When a concern or complaint is raised we understand the need for;

- Acknowledgement of your grievance and assurance that we will investigate
- An explanation of what happened and why
- A resolution that is fair to everyone
- An assurance that changes will be made to avoid future recurrence, where appropriate.

Commercial & Rural is committed to treating complaints seriously and resolving them as quickly and fairly as possible.

#### **Your first point of contact**

Most problems can be resolved by our staff. You can call them on 03 4487139 or 0800 887 139 (8.30 am to 5 pm Monday to Friday).

The staff member you speak to will take responsibility for either solving the problem on the spot, or ensuring it is handled by the appropriate person.

Alternatively, you can put your concerns in writing to either of the following addresses;

Email: [broker@crbroker.co.nz](mailto:broker@crbroker.co.nz)

Postal: Commercial & Rural Insurance Brokers, PO Box 88, Alexandra 9340.

#### **Next Steps**

If for any reason you are not satisfied with your complaint resolution or its handling by our staff, you can request to be transferred to a Broker or Manager. The Broker will work with you to resolve your complaint.

#### **The Insurance & Financial Services Ombudsman Scheme ("IFSO Scheme")**

Finally if you feel your complaint has not been resolved to your satisfaction, you may be eligible to receive free and independent assistance from the Insurance & Savings Ombudsman (ISO).

Please note that complaints to the Ombudsman need to meet certain criteria. For information on the service offered by the ISO, and the types of complaint they can consider, please visit the following website [www.ifso.nz](http://www.ifso.nz).

