

INTERNAL DISPUTES RESOLUTION PROCESS

As a registered financial service provider, we are members of the Financial Services Complaints Limited (FSCL) dispute resolution service. This is a requirement of our registration and of the Financial Service Providers (Registration and Disputes Resolution) Act 2008.

As a requirement of membership of our chosen dispute resolution provider, we are required to have a compliant internal dispute resolution process. What this means is that, if you have a complaint of any type about our services or our products, you are encouraged to notify us of your complaint and we will attempt to resolve it internally before it is referred to our external complaints resolution service.

What is a complaint?

A complaint is an expression of dissatisfaction made to us related to our financial advice service, or our complaints handling process itself, where you might expect a response or resolution to a concern.

How to notify us

You can notify us if you have a complaint by any means you choose, either verbally, by telling us in person, or by writing to us setting out your complaint.

How your complaint will be handled

When we receive your complaint, the person you complain to will initially consider it and attempt to resolve the complaint with you. This will normally be the person you were dealing with at our organisation. You will receive an acknowledgement of your complaint within one working day, and a full response will be received within five working days.

If on this first contact, the complaint cannot be resolved to your satisfaction, the person you have initially complained to will escalate the complaint to their manager or compliance officer. This will happen within one working day of this stage being notified to us.

Once the complaint has been received by the manager or compliance officer, that person will contact you within five business days. They will again attempt to resolve the complaint to your satisfaction. It is important that you provide this person with all relevant information. If the complaint still cannot be resolved to your satisfaction, you will at this stage be referred to our external dispute resolution provider.

What If I do not want to raise the dispute with the person I dealt with?

There may be cases in which you do not feel comfortable discussing your concerns with the person who you were dealing with. This may be because it is that person's conduct that is in question.

That should never prevent you from making a complaint. You should feel free to contact the Compliance Officer, who will be happy to deal directly with you and to investigate and attempt to resolve your complaint. Please contact:

Anna Archbold
Insurance Office & Compliance Manager
Ph 027 699 2837
Email aarchbold@hazlett.nz

Who is our External Disputes Resolution Provider?

As stated on our disclosure statement that has already been provided to you, our external disputes resolution provider is:

Financial Services Complaints Limited (FSCL)
www.fscl.org.nz

PO Box 5967
Lambton Quay
Wellington 6140
Email: complaints@fscl.org.nz
Ph: 0800 347 257

Complaints Process

The complaints process can be summarised as follows:

