



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 or our complaints manager so that we can try and fix it for you.

You can use our IDR Process by contacting the person below by phone or email. I can then forward you our complaints form for you to complete and return to us for 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 or someone more senior for review.

Paul Greenwood – Managing Director

Accent Insurance Brokers Limited

**P.O. Box 230108
Botany Auckland 2163**

Phone: 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 & Financial Services Ombudsman”. The IFSO Scheme has been approved by the Minister of Consumer Affairs to provide an External Resolution Service to consumers with complaints about their Financial Service Providers. This service will cost you nothing and will help resolve any issues.

You can contact the IFSO Scheme at:

Freephone: 0800 888 202 or 04-4997612
Email: info@ifso.nz
Website: www.ifso.nz

**P.O. Box 10-845
Wellington 6143**

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

This document was created 13th May 2020 by the Author Paul Greenwood.
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