

Client Complaint Guide

We make every effort to provide you with the best products and highest level of customer service

However, we recognise that even in the best managed company things can go wrong. If you have any complaint in respect of Adams Trimmer Insurance, or are not satisfied with the service you have received from us, we want to hear about it so that we can investigate your concerns quickly and fairly.

Some complaints may require no action, but every complaint is important to us. We review all complaints and identify where there are opportunities to improve your experiences with our company in the future.

Please contact us immediately if you have concerns.

OUR COMPLAINT MANAGER IS

David Wech

YOU CAN CONTACT HIM BY:

Personal visit to our offices at 2/2 James St, Whangarei

Telephone: 09 407 2247

Email: david@adamstrimmer.co.nz

or in writing to:

The Complaint Manager,
Adams Trimmer Insurance
David Wech
PO Box 1144,
Whangarei 0140.

WHERE ACTION IS REQUIRED YOUR COMPLAINT WILL BE REVIEWED IN ACCORDANCE WITH OUR INTERNAL RESOLUTION PROCEDURES.

The following steps will be followed:

- We will record your complaint - You may be requested to complete a Complaint form
- We will acknowledge your complaint - We will respond within three working days
- We will investigate and review your complaint - we will be fair, and strive to understand both sides of the story, keeping a record of all meetings conversations and findings, and importantly keeping you informed of progress.
- We will propose a resolution to your complaint - within 20 working days or less, and will check that any necessary action has carried out and that you are satisfied with the resolution.

If your complaint remains unresolved, or if you are dissatisfied with our response to your complaint, we will refer you to either:

The Insurance & Financial Services Ombudsman Scheme

Email: info@ifso.nz

Freephone: 0800 888 202

IBANZ Disciplinary and Complaints Committee (refer to the website www.ibanz.co.nz)

These services cost you nothing, and may help us resolve any issues.