

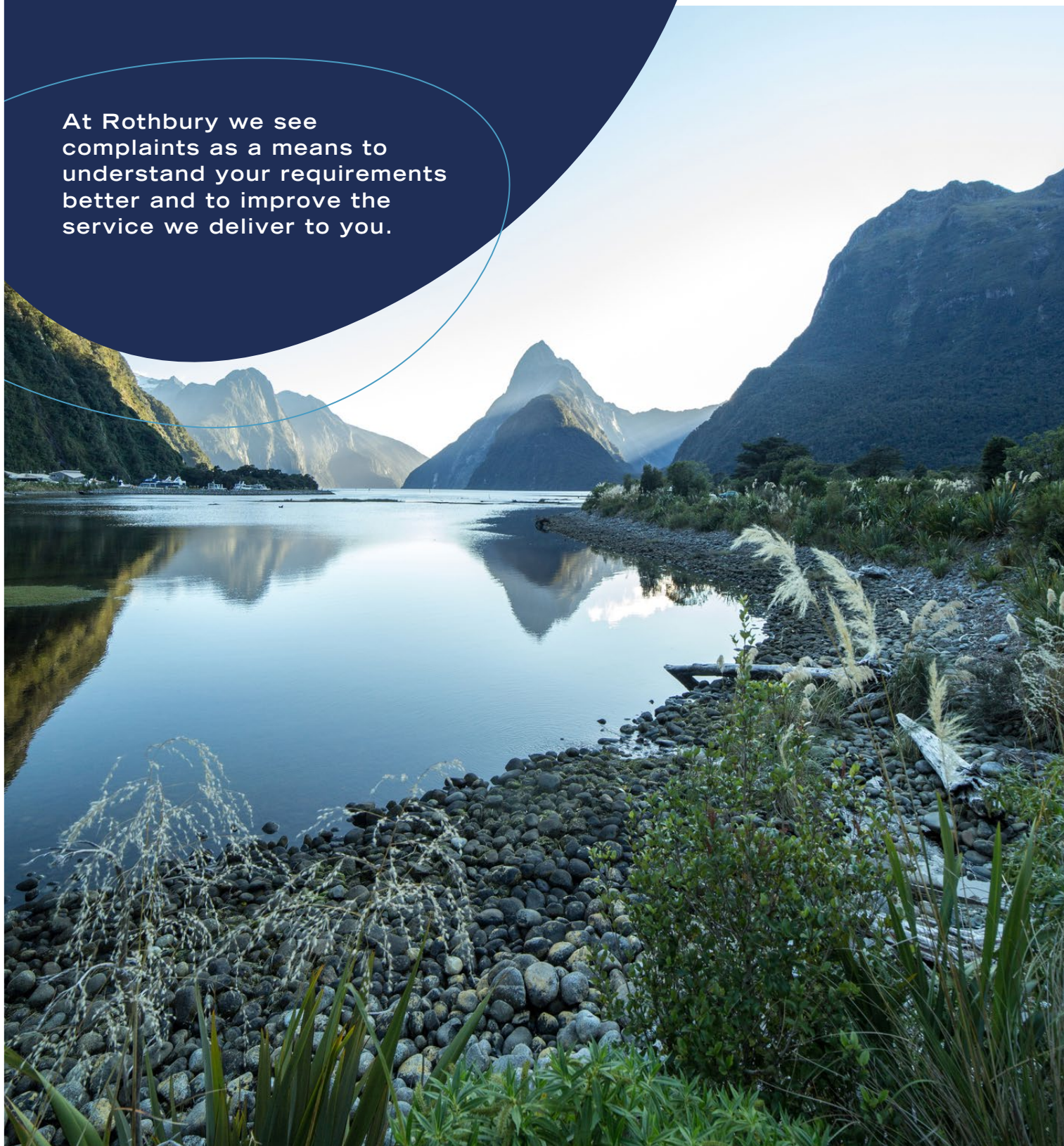
The Rothbury logo consists of two overlapping circles, one dark blue and one light blue, with the word "Rothbury" in white text inside the dark blue circle.

Rothbury

UNDERSTANDING YOU BETTER

CLIENT COMPLAINT GUIDE

At Rothbury we see complaints as a means to understand your requirements better and to improve the service we deliver to you.





UNDERSTANDING YOU BETTER

We are always open to receiving complaints from our clients and appreciate the time taken to notify us of your concerns.

Some complaints may require no action but every complaint is important and we review all complaints regularly to establish where there are opportunities to make your experience with us that much better in the future.

IMPROVING OUR SERVICE

When action is required the following will help you understand the steps that will be followed when a complaint is made.

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Rothbury will record your complaint

- If you make a complaint by email or telephone we will request information from you.
- You may be asked to complete a Complaint Form. This will ensure you are given the opportunity to fully explain your complaint. It also means we have the information required to review and investigate your complaint.
- All complaints will be recorded.

Rothbury will acknowledge your complaint

We know that making a complaint involves some inconvenience and possibly, expense. You are looking for a resolution and we will keep you informed of progress.

We will respond to your complaint within three working days.

It may be that we cannot resolve the issue within three working days. In this case we will acknowledge that your complaint has been received and is being reviewed.

Rothbury will investigate and review your complaint

When we are investigating and reviewing your complaint we will:

- be fair
- strive to understand both sides of the story
- keep a record of all meetings, conversations and findings
- forward the complaint to the appropriate level of authority for resolution
- keep you informed of progress if your complaint cannot be resolved within 10 days of acknowledging your complaint
- ensure resolutions are consistent with company policy and company values

Rothbury will propose a resolution to your complaint

We will respond with a resolution to your complaint within 20 working days or less.

We will check any necessary action has been carried out and that you are satisfied with the resolution.

Third party involvement

If an issue cannot be resolved satisfactorily we will refer you to disputes resolution scheme provider, Financial Services Complaints Ltd (FSCL). Please refer to the website www.fscl.org.nz for additional information on the services that they offer.

Before FSCL can consider your complaint Rothbury must have been given the opportunity to resolve the complaint with you directly.

ABOUT US

The Rothbury Group provides Fire & General Insurance advice, Claims management and advocacy, and associated services. We're a majority owned New Zealand company that was started up by enterprising Kiwis back in 1950. We pride ourselves on providing personal service and quality advice. As part of the Rothbury Group:

Rothbury Insurance Brokers Limited provides commercial, domestic and rural insurance solutions to small, medium and large enterprises and individuals by providing insurance advice and putting cover in place with insurers.

All our branches have dedicated Claims Advisers and we act on clients' behalf and manage their claims by working with insurers.

NZ Underwriting Agencies Limited and Southern Pacific Underwriting Agency Limited act as agent for certain insurers to obtain the most suitable insurance cover for our clients, sometimes combining different insurer products to meet individual needs.

Rothbury Instalment Services Limited offers our clients the ability to spread their payment of insurance costs throughout the year in weekly, fortnightly, monthly or quarterly instalments.

For more than half a century our client-focused service, and ability to create powerful, value-for-money insurance solutions, have seen us become one of the country's largest insurance broking groups.

For more information on our products and services visit rothbury.co.nz.



COMPLAINT FORM

Thank you for taking the time to lodge a complaint. Please complete this form fully so that we may resolve your complaint as quickly and fairly as possible. Please return this form to your branch. Contact information for all branches is available on our website rothbury.co.nz

YOUR DETAILS

Complainant(s) (If complainant is not the policyholder, please explain relationship)

CLIENT DETAILS

Company name (If applicable)

Title: Mrs/Ms/Miss/Mr

Surname

First name

Street address

Postal address

Home telephone

Work telephone

Mobile telephone

Fax

Email address

POLICY DETAILS

(If available and/or relevant)

Insurance company name

Rothbury branch

Policy No

Type of policy

Expiry date of policy

Amount in dispute

COMPLAINT

What is your complaint? (Please provide us with any documentation/correspondence related to the complaint)

If not stated above what do you think should be done to resolve the matter

Have you referred your dispute to any other organisation for resolution? E.g. IBANZ – If Yes, please give details

Y ☐ N ☐

Is this the first time you have made this complaint? If, no please give details

Y ☐ N ☐

PRIVACY ACT 2020

The personal information supplied by you to Rothbury, or obtained about you by Rothbury, will be used only for the investigation of your complaint or, at the conclusion of the investigation, for reference purposes with Rothbury.

To enable the investigation of your complaint, personal information about you may be disclosed to the insurance company, or to a third party, unless you advise Rothbury that you wish specific information not to be disclosed.

You have the right to request access to and correction of any personal information held by Rothbury. You are entitled to be supplied, on request, with details of any agencies to which Rothbury has disclosed personal information about you.

Failure to supply any personal information requested by Rothbury may affect the ability of Rothbury to consider and investigate your complaint.

I/We accept that my/our complaint will be investigated in accordance with the provisions of the Privacy Act

Signature/Client(s)

Date

Signature/complainant(s) (if not the client)

Date