

## Compliments and Complaints


At Northco Insurance Brokers Limited, we pride ourselves in providing Financial Advice for Insurance Products to our Clients in accordance with the Standards for the Code of Professional Conduct for Financial Advice Services for Ethical Behaviour, Conduct and Client Care. Our Financial Advice provides good outcomes for our Clients. Your feedback is important to us, so whether you'd like to give a compliment or make a complaint, we'd love to hear from you.

### For a compliment


It's always nice to hear a compliment firsthand, so we've done a particularly great job either tell your Northco Insurance Brokers Limited contact directly or send us an email [reception@northco.co.nz](mailto:reception@northco.co.nz)

### For a complaint

You can make a complaint with our Team by either calling us, using our online form or writing to us. Our Complaints Manager will review your feedback then work with you to find a solution.



**Call us**  
Speak to our Team  
06 378 2819  
Monday - Friday  
9am-5pm



**Write to us**  
Send your complaint by email or mail to this address:  
[reception@northco.co.nz](mailto:reception@northco.co.nz)  
34 Perry Street  
Masterton 5810

## After you lodge a complaint

Once you've lodged a complaint, we will:

- However, you choose to contact us we will acknowledge your complaint and you will receive our Internal Complaints process within 2 working days.
- We will Contact you for more information.
- We will approach all complaints with an open mind, listen and treat each complainant as an individual and with courtesy and respect.
- We will try to resolve your complaint quickly.
- You will receive a written decision, remedies, and resolution as soon as practicable.

## What should I do if I am not satisfied after making a complaint?

If you feel your complaint is not resolved to your satisfaction using the Internal Complaints process, or you are unsatisfied with the response or resolution, you can contact Financial Services Complaints Ltd (FSCL) is a dispute resolution scheme who we are a member of. This service will cost you nothing and is independent service that will help investigate or resolve the complaint. You can click on this link to find out how to make a complaint to Financial Services Complaints Limited <http://www.fscl.org.nz/complaints/how-make-complaint>

You can contact (FSCL) at:

Postal Address: P.O. Box 5967, Wellington 6145

Email: [info@fscl.org.nz](mailto:info@fscl.org.nz)

Telephone: 0800 347 257 Website: <http://www.fscl.org.nz/>

MEMBER OF:

A Financial Ombudsman Service

**FSCL** FINANCIAL SERVICES COMPLAINTS LTD  
RATONGA PŪTEA PUNA MANAAKI