

If you have a complaint, please talk to us about it.

It's important to us that you're happy with your policy and our service. But should you have a problem, please let us know so we can fix the situation quickly and fairly.

To make a complaint please follow the steps below.

1. Talk to the person who handled your enquiry or claim

Concerns can often be resolved straight away by talking to us. In the first instance, contact the person who handled your enquiry or claim and explain the situation to them. If you have any information we aren't aware of that would help us review the matter, please let us know.

2. Talk to a Team Leader or Manager

If you haven't reached a resolution after speaking to the person who handled your enquiry or claim, ask to speak to their Senior Team Member or Team Leader. This person will consider your concerns and carry out a full investigation. They will contact you with an update on progress within 48 hours after first speaking to you.

3. Write to our Complaints Committee

If you still don't feel your concerns have been resolved, please provide your complaint in writing so it can be reviewed by our Complaints Committee.

Either detach and complete the Customer Feedback Form attached to this brochure and send it back to us using the prepaid envelope on the reverse of the form, or write to us at the details below:

Postal address

nib Complaints Committee
PO Box 91 630
Victoria Street West
Auckland 1142

Email

contactus@nib.co.nz

Your complaint will be presented to the Complaints Committee who will review all facts. You'll be kept informed of their progress in finding a resolution.

4. Make a complaint to the Insurance & Financial Services Ombudsman

If you feel your complaint is still not resolved to your satisfaction, we will then issue a letter of "deadlock" which gives you the option to take your complaint to the Insurance & Financial Services Ombudsman (IFSO).

The IFSO provides a free, independent service for consumers with a complaint about services provided in New Zealand by participating financial service providers, including nib.

To make a complaint to the IFSO, you need to show you have followed the above steps, and refer your complaint to the IFSO within three months of receiving your letter of "deadlock".

For more information about the IFSO complaints process, or to make a complaint, visit www.ifso.nz, or contact them at the details below:

The Insurance & Financial Services Ombudsman

PO BOX 10-845
Wellington 6143
Phone 0800 888 202
Email info@ifso.nz

nib customer feedback form



We want to resolve your complaint quickly and fairly. Please provide the details on the form below, detach it from this brochure and post it to us.

1.0 Your details

Policy number

Contact details

Full name

Home phone ()

Mobile ()

Email

Address details

Street number

Street name

Suburb

Town / city and postcode

2.0 Complaint details

1 Please explain your complaint

2 Who have you spoken to, or received correspondence from, at nib? (Please attach copies of the correspondence)

3 What outcome would you like to see?

4 Is there any additional information that you feel will bring about resolution?

Please note, if you are not the policyowner, we will need to obtain their written authorisation to release any information in respect of their policy and claim

Signature

Policyowner's name

Date

Signature

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Sign here

Thank you for taking the time to complete this form. We'll keep you informed about the progress of your complaint and strive to be prompt and fair in our assessment and finding a resolution.