

Complaints Policy

Futurisk Insurance Ltd
Complaints Policy
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COMPLAINTS POLICY

We strive to be partner of choice for our customers. Our Values, Ethics, Morals, and Integrity here at Futurisk are the most important factors of our business. We are committed to providing our customers with excellent service, quality advice and products.

Step One

If you are unhappy with the service, advice or product provided by your Financial Advisor, please contact your Financial Advisor in the first instance to lodge a complaint with them. They will acknowledge your complaint as soon as practical and try to resolve the matter directly with you.

Step Two

If you and your Financial Advisor can't agree how to resolve the complaint, the Financial Advisor will refer it to the Futurisk Insurance 'Compliance Manager' for an independent review in accordance with Futurisk Insurance's Internal Complaint and Dispute Resolution procedures.

If you're unable to make contact with your Financial Advisor or wish to speak to someone else, please contact: Compliance Manager - Marilyn Bardell, e: Marilyn.bardell@futurisk.co.nz P: 06 3583400

Step Three

Internal Complaint and Dispute Resolution procedure:

1. Futurisk Compliance Manager will acknowledge receipt of your complaint within five (5) working days.
2. Your complaint will be thoroughly examined. All complaints are taken very seriously, and Futurisk Insurance will make certain that all issues are considered carefully.
3. The Compliance Manager will identify actions to try and fix the complaint and strive to respond and resolve your complaint within twenty (20) working days from the date they received notice of your complaint.
4. If your complaint is more complex than first thought it may take longer than twenty (20) working days to resolve. Futurisk Compliance Manager will let you know the expected time it will take to resolve your complaint and will provide you with regular updates.

Step Four

If your complaint remains unresolved, or you're not happy with the outcome you can refer the matter to Financial Services Complaints Ltd (FSCL). Futurisk Insurance and its Financial Advisors are all members of this independent external dispute resolution scheme approved by the Ministry of Consumer Affairs. There is no cost to you to use their services.

There are various ways to contact them:

Financial Services Complaints Ltd -

Post - PO Box 5967 Wellington 6140

Email: info@fscl.org.nz or complaints@fscl.org.nz

Phone 0800 347 257

Website: www.fscl.org.nz

