



What should you do if something goes wrong?

Our Internal Complaints Process

If you have a problem, concern, or complaint about any part of my service, please tell me so I can try to fix the problem. If you don't want to contact me directly, please contact our internal complaints manager with the details of your complaint.

We will investigate your complaint and make every effort to resolve it as soon as possible.

Our Internal Complaints Manager is Lyall Rogers and you may contact our internal disputes service by:

Telephone: 027 90 20 270

Email: complaints@hollyrogers.co.nz

In writing: 10 Florence Drive, Lincoln 7608, Christchurch

Lyall will reply to you within 24 hours to acknowledge your complaint.

Our External Complaints Process

If we cannot resolve your complaint, or you are not satisfied with the way we propose to do so, you can contact **Insurance Financial Services Ombudsman Scheme** Inc who provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we have not been able to resolve your complaint to your satisfaction.

You can contact **Insurance & financial Services Ombudsman** by:

Phone: 04 499 7612

Freephone :0800 888 202

In Writing: P O Box 10-845 Wellington 6143

Email: info@ifso.nz