

## **WHAT TO DO IF YOU HAVE A COMPLAINT?**

We aim to provide you with the highest quality service and support. But if you do have a complaint or encounter a problem, please let us know as soon as you can. Our complaints process outlined below aims to address your concerns:

### **Step 1**

Any enquiry or complaint relating to a Lloyd's policy or claim should be addressed to either your Lloyd's insurance intermediary (in this case Delta Insurance New Zealand Limited as "the coverholder" – addressed to the Managing Director, Delta Insurance New Zealand Limited, Level 8, 57 Fort Street, Auckland, 1010, New Zealand or on +64 93000162) or to the administrator handling your claim in the first instance – in most cases this will resolve your grievance. If you make a complaint to us, we will:

- let you know that we have received your complaint within 3 working days
- make sure your complaint is fully investigated as soon as possible by someone not involved in the original decision
- give you the name and contact details of the person handling your complaint
- send you written advice about the progress or outcome of the complaint within 10 working days of receiving your complaint
- Where further information, assessment or investigation is required, we will agree to reasonable alternative timeframes with you.
- You will also be kept informed of the progress of your complaint.

### **Step 2**

In the unlikely event that this does not resolve the matter or you are not satisfied with the way your complaint has been dealt with, you should contact Scott Galloway, the Lloyd's General Representative in New Zealand at:

Lloyd's General Representative in New Zealand c/o- Hazelton Law

PO Box 5639 WELLINGTON 6145

Telephone: (04) 472 7582 Facsimile: (04) 472 7571

Email: [scott.galloway@hazelton.co.nz](mailto:scott.galloway@hazelton.co.nz)

Following receipt of your dispute, it will be handled by the Policyholder & Market Assistance Department at Lloyd's in London.

### Step 3

If your dispute is not resolved in a manner satisfactory to you we will confirm in writing that you have reached the end of our complaints process, then you may refer the matter to the Insurance and Savings Ombudsman. You can refer your complaint to the Insurance & Savings Ombudsman Scheme Inc. if it has not been resolved after going through our complaints process. This is a free, independent dispute resolution scheme. See [www.iombudsman.org.nz](http://www.iombudsman.org.nz) or call 0800 888 202 for information on the ISO Scheme and how to make a complaint to it.

### The information we need

When you lodge your dispute with us, we will usually require the following information:

- Name, address and telephone number of the policyholder
- The type of insurance policy involved
- Details of the policy concerned (policy and/or claim reference numbers, etc)
- Name and address of the insurance intermediary through whom the policy was obtained
- Details of the reasons for lodging the dispute
- Copies of any supporting documentation you believe may assist us in addressing your dispute appropriately.

