

## COMPLAINT DISCLOSURE

We are always looking for ways to improve our service to you. If something has gone wrong, we want to know.

Please send an email to [hello@policywise.co.nz](mailto:hello@policywise.co.nz) and tell us what has happened and how we can resolve matters.

If you have any documents or correspondence that will help us understand your complaint, please attach them to the email.

### *When we receive your complaint, we will:*

- ❖ acknowledge your complaint within 1-2 business days
- ❖ escalate through the formal complaints process and send you a copy of our Complaints Disclosure document
- ❖ gather and evaluate information about your complaint
- ❖ respond to you within 20 working days

If we cannot agree on how to resolve the complaint, we will send you a letter of deadlock. You may then contact Financial Services Complaints Limited (FSCL). FSCL is independent and free for clients and it is an external dispute resolution scheme approved by the Minister of Consumer Affairs.

FSCL's service does not cost you anything and they will help resolve the complaint.

### *You can contact FSCL through any of the following:*

- ❖ [Online Complaint Form](#)
- ❖ [Downloadable Complaint Form](#)
- ❖ Email: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)
- ❖ Contact #: 0800 347 257
- ❖ Mail: FSCL, PO Box 5967, Wellington 6140