



Insurance Brokers

Making a complaint

If you are not satisfied with the service, you have received from us you should contact us. We have an internal complaints process and undertake to investigate your concerns promptly and fairly. You may contact us to make a complaint by telephone, by email or in writing.

Phone: 027 537 3692

Email: alison@jbib.co.nz

Write to: PO Box 42016, Acacia Bay, Taupō 3350

We are a member of an independent dispute resolution scheme operated by [Financial Services Complaints Limited \(FSCL\)](#). We have 40 days to respond to your complaint. If you are not satisfied by our response, you may refer the matter to FSCL by emailing info@fscl.org.nz or calling FSCL on **0800 347 257**.

Full details of how to access the FSCL scheme can be obtained on their website www.fscl.org.nz. There is no cost for you to use the services of FSCL.