



MultiSure
RISK MANAGERS

MultiSure Limited – Compliments and Complaints

We would love to hear from you

At MultiSure, we pride ourselves in providing Financial Advice for Insurance Products to our Clients in accordance with the Standards for the Code of Professional Conduct for Financial Advice Services for Ethical Behaviour, Conduct and Client Care. Our Financial Advice provides good outcomes for our Clients.

Your feedback is important to us, so whether you'd like to give a compliment or make a complaint, we'd love to hear from you.

For a compliment:

It's always nice to hear a compliment first hand, so if we've done a particularly great job either tell your MultiSure contact directly, or send us an email on reception@multisure.co.nz

For a complaint:

You can make a complaint with our Team by either calling us, using our online form or writing to us. Our Complaints Manager will review your feedback then work with you to find a solution.

Write to us

Send your complaint by email reception@multisure.co.nz

or mail to this address:

MultiSure Limited
PO Box 6350 Victoria Street West,
Auckland City 1142

Call us

Speak to our team on 0800 287 287 Monday-Friday 9am-5pm

After you lodge a complaint

Once you've lodged a complaint, we will:

- However you choose to contact us we will acknowledge your complaint and you will receive our Internal Complaints process within 2 working days.
- We will Contact you for more information.
- We will approach all complaints with an open mind, listen and treat each complainant as an individual and with courtesy and respect.
- We will try to resolve your complaint quickly.
- You will receive a written decision, remedies and resolution as soon as practicable.

What should I do if I am not satisfied after making a complaint?

If you feel your complaint is not resolved to your satisfaction using the Internal Complaints process, or you are unsatisfied with the response or resolution, you can contact the Insurance and Financial Services Ombudsman Scheme Inc. (IFSO Scheme).

IFSO is a dispute resolution scheme who we are a member of. This service will cost you nothing and is an independent service that will help investigate or resolve the complaint. You can visit their website below to find out how to make a complaint, or contact the IFSO at:

Postal Address: P.O. Box 10845, Wellington 6143 or

Email: info@ifso.nz

Telephone: 0800 888 202

Website: www.ifso.nz