

### **Making a complaint**

At Advisory Window we are committed to providing you with excellent customer service and quality products. If you believe that we have not delivered in a particular area, we would like to hear your comments.

Complaints are an important part of maintaining and improving our standards. If you have any complaints regarding service or products, your first call is to talk to your Financial Service Provider (FSP) directly or to contact your FSP's manager.

If your complaint is not resolved to your satisfaction or you do not wish to contact the people who provided your initial service, you can contact us using the following methods:

CONTACT METHOD	DESCRIPTION
<b>Phone</b>	Call 0800443465 and ask for the complaints officer.
Email	admin@advisorywindow.co.nz
Mail	Mail your complaint to the following address: SL Brand Limited T/A Advisory Window Complaints Officer 1/235 Parnell Road, Auckland

If you are of a Non-English speaking background or, if you have special needs that require assistance when dealing with us, we are happy to assist by engaging translators or other specialized support services such as the National Relay Service.

We handle Complaints in an open and transparent manner and will endeavour to resolve your complaint fairly and within 20 days. If we have not resolved your complaint within 20 days we will provide you with a written update as to the reason for the delay,

what action is underway to resolve your complaint and advise you of the anticipated timeframe for a response.

In handling your complaint, there are a number of remedies available to us, including but not limited to;

- An apology or explanation.
- Liaison with insurers and/or premium funders to find a mutually agreeable outcome to your complaint.
- Claims advocacy including support to address your complaint via the Insurer internal dispute resolution process.

If you are unable to resolve your complaint with Advisory Window, you may refer it to Financial Services Complaints Ltd (FSCL) - A Financial Ombudsman Service of which Advisory Window is a member. FSCL is an approved independent dispute resolution scheme which handles complaints against financial service providers, including insurance brokers. FSCL is free to consumers and its decisions are binding on Advisory Window (but not on you). Further information about FSCL is available from Advisory Window and/ or from [www.fscl.org.nz](http://www.fscl.org.nz). You may contact FSCL directly on 0800 347 257.