

If you're not happy, you are able to make a complaint

At NewBuild, we strive to provide the highest levels of service. There are lots of moving parts, decisions, and outcomes and sometimes it's possible you may not be satisfied that we have done enough for you.

If you are not happy and wish to make a complaint we have a complaints policy and internal complaints process to ensure the efficient and effective handling of complaints.

A complaint is broadly defined as an expression of dissatisfaction relating to suitability of a product, of service levels or the advice process.



We will even manage complaints about handling the complaint process itself. Please let us know if your complaint is in relation to:

- a. The timeliness in which you received the disclosure statement*
- b. The timely disclosure of our fees and/or costs and obligations*
- c. The quality of our advice – was it misleading, inaccurate, or inappropriate*
- d. Level of service you received – did we do what we said we were going to do*
- e. Products we offered – was the product(s) we offered you fit for purpose*
- f. Communication – were we clear, consistent and sufficiently easy to understand*

All staff are responsible for identifying and responding to complaints in the first instance. If the complaint cannot be resolved, it will be directed to our internal complaints process and recorded in our register.

We would like to manage your complaint:

- in a fair and transparent manner
- treat complaints with priority and give a timely response
- be fair and act with integrity
- take a genuine, fresh look at the issues raised and not be defensive
- try to see things from the client's perspective, to understand and address why they think we were wrong
- acknowledge our mistakes and put them right if we can
- manage complaints using a defined and agreed process
- make sure clients know how our complaints process works, are clear which stage they have reached and what will happen next
- train our staff to apply the policy and processes for complaints resolution

We have a Complaint Resolution Process

Do you have a concern or 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 aims to address your concerns.

Step 1 – Let's sort it out between us

Discuss your complaint with the person you've been dealing with and try to resolve it.

Call us on 0800 639 284, email the person you've been dealing with or make a time to come and see us.



Step 2 – We will internally review your concerns

If your complaint is not resolved by Step 1, you can call, email or arrange to see Karen Phillips, CEO at karen.phillips@newbuild.co.nz or 0800 639 284. Karen Phillips will look into your complaint and give you a written response.

Step 3 – If you are not satisfied with the outcome of our process, we will elevate your concern. We are a participant of the Insurance & Financial Services Ombudsman Scheme ("IFSO Scheme").

You can refer your complaint to the IFSO Scheme if it has not been resolved after going through our complaints process. This is a free, independent dispute resolution service which will consider your complaint and either reach an agreed outcome or make a decision.

See www.ifso.nz or call 0800 888 202 for information on the IFSO Scheme.

Insurance & Financial Services Ombudsman Scheme
PO Box 10-845
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NEW ZEALAND