

Complaints Process

At Caro and Co. Insurance Specialists we pride ourselves on providing you with service and advice that meets your needs. As part of our best practice, we will always put our client's needs first, however if you feel we have not provided you with your expectations please let us know but using our complaints process which as follows:

Our internal complaints manager is Rochelle Old, and the complaints process is as follows:

Email: rochelle@caroandco.co.nz or caro@caroandco.co.nz

Mobile: 027 603 4428.

Online to our website: <https://caroandco.co.nz/complaints/>

Write to us: PO Box 5091 Springlands, Blenheim 7241

You will receive a response confirming your complaint has been received, within 72 hours between Monday to Friday 8.30am to 3pm.

1. We will review your complaint and let you know how we intend to resolve it. We may need to contact you for further information about your complaint.
2. Our aim is to make contact with you within 10 working days with a resolution to your complaint. If we are unable to meet this time frame and/or if we require further information, we will contact you to ensure you know where we are at and keep you up to date with our progress. Our intention is to make this process as easy as possible for you.
3. We will notify you by email or phone call on how we can resolve your complaint and the process we intend to resolve this. So please ensure your contact details are up to date when submitting your complaint.

Our external complaints process

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme – Insurance & Financial Services Ombudsman Scheme Inc. This service will be at no cost to you and will help us resolve any disagreements.

Contact details are

L2 Solnet House, 70 The Terrace Wellington 6143

Phone: 0800 888 202

Website: <https://www.ifso.nz/>

Caro Gatley

Your Financial Adviser



