

Complaints & Feedbacks- BSI Brokers Limited

Complaint on our service?

At BSI Insurance Brokers, we constantly seek opportunities to gain a deeper understanding of our clients. We value it greatly when our clients take the time to inform us of any issues and welcome your feedback on how we can enhance the level of service we provide.

IMPROVING OUR SERVICE

While certain complaints may not require immediate action, at BSI Insurance Brokers, we treat every complaint seriously and recognize the importance of feedback from our clients. We regularly review all complaints to identify areas where we can improve and enhance your experience with us in the future.

WHEN A COMPLAINT IS MADE WE WILL:

- Record your complaint, you may be asked to complete a Complaint form
- Acknowledge your complaint
- Investigate and review your complaint
- Propose a resolution

If we cannot agree on how to resolve the issue, you can contact Financial Services Complaints Limited. (FSCL) This is a link directly to their website. <https://www.fscl.org.nz>
Alternatively, you may contact them on 0800 347 257 Financial Services Complaints Limited (FSCL)

They are an independent External Disputes Resolution Scheme approved by the Minister of Consumer Affairs under the Financial Service Providers (Registration and Dispute Resolution) Act 2008.

There is no charge for their services, and they will help us resolve any disagreements.

In the first instance, it is recommended you contact the Complaints Officer at BSI Brokers Ltd.

Phone:+64 21 067 7312

Email: complaints@bsibrokers.co.nz