

Complaint Resolution Process

At Venture Insurance Brokers (VIB), we are committed to addressing your concerns promptly and fairly. Below is our process for handling complaints:

- **Step 1: Contact Your Broker**

If you are dissatisfied with the service, advice, or products provided by VIB, please reach out to your broker first to formally lodge your complaint. Your broker will confirm receipt of your complaint as soon as possible and work with you to resolve the issue directly.

- **Step 2: Escalate to VIB's Compliance Officer and/or Directors**

If you and your broker cannot reach a satisfactory resolution, your broker will forward the complaint to VIB's Compliance Officer for a thorough review under our internal complaint resolution procedures. Alternatively, if you cannot contact your broker or prefer to speak with someone else, please reach out to our Director directly via www.vib.co.nz.

- **Step 3: Internal Review Process**

- VIB's Compliance Officer OR Directors will acknowledge your complaint within five (5) working days of receipt.
- Your complaint will be carefully investigated, with all concerns evaluated diligently.
- The Compliance Officer will propose solutions to address your complaint and aim to resolve it within twenty (20) working days from the date it was received.
- For complex complaints requiring additional time, the Compliance Officer will inform you of the expected resolution timeline and provide regular updates on progress.

- **Step 4: External Dispute Resolution**

If your complaint remains unresolved within the outlined timeframe or you are not satisfied with the outcome, you may refer the matter to **Insurance & Financial Services Ombudsman (IFSO)** an independent dispute resolution scheme approved by the Ministry of Consumer Affairs. VIB, under Folio.Insure Ltd's FAP is a member of IFSO, and their services are free to access.

IFSO Contact Details:

- **Insurance & Financial Services Ombudsman Limited (IFSO)**
- **Level 2, Solnet House, 70 The Terrace, Wellington 6011**
- <https://www.ifso.nz/>
- **Email: info@ifso.nz**