

# Compliments, Complaints & Dispute Resolution

A guide to our procedures

CHUBB®



**Chubb Insurance New Zealand Limited (Chubb) is part of Chubb Limited, the world's largest publicly traded property and casualty insurer.**

## The Fair Insurance Code

We are a member of the Insurance Council of New Zealand (ICNZ) and a signatory to ICNZ's Fair Insurance Code (the Code). The Code and information about the Code is available at [www.icnz.org.nz](http://www.icnz.org.nz) and on request.



## Compliments

We welcome compliments and feedback from our customers. If you would like to provide us with positive feedback on our products or services please email us at: [Compliments.NZ@chubb.com](mailto:Compliments.NZ@chubb.com)

## Complaints and Dispute Resolution

Chubb takes the concerns of its customers very seriously and has detailed complaint handling and dispute resolution procedures that you may access, at no cost to you. To assist Chubb with your enquiries, please provide us with your claim or policy number (if applicable) and as much information you can about the reason for your complaint or dispute.

Chubb's complaints and dispute procedures are as follows:

### **Stage 1 - Complaint Handling Procedure**

If you are dissatisfied with any of Chubb's products or services and you wish to lodge a complaint, please contact us via:

The Complaints Officer  
Chubb Insurance New Zealand Limited  
PO Box 734  
Shortland Street  
Auckland 1140  
O 0800 422 346  
F +64 9 303 1909  
E [Compliments.NZ@chubb.com](mailto:Compliments.NZ@chubb.com)

## Stage 2 - Dispute Resolution Procedure

If you are dissatisfied with Chubb's response to your complaint, you can advise that you wish to take your complaint to Stage 2 and referred to Chubb's dispute resolution team. Chubb's internal dispute resolution team can be contacted via:

Internal Dispute Resolution Service  
Chubb Insurance New Zealand Limited  
PO Box 734  
Shortland Street  
Auckland 1140  
O +64 9 377 1459  
F +64 9 303 1909  
E [DisputeResolution.NZ@chubb.com](mailto:DisputeResolution.NZ@chubb.com)

## Stage 3 - External Dispute Resolution

Chubb is a member of an independent external dispute resolution scheme operated by Financial Services Complaints Limited (FSCL) and approved by the Ministry of Commerce & Consumer Affairs. Subject to FSCL's Terms of Reference, if you are dissatisfied with our dispute determination or we are unable to resolve your complaint or dispute to your satisfaction within two months you may contact FSCL via:

Financial Services Complaints Limited  
PO Box 9567,  
Lambton Quay, Wellington 6145  
O 0800 347 257 (Call Free for consumers)  
or +64 4 472 FSCL (472 3725)  
F +64 4 472 3728  
E [info@fscl.org.nz](mailto:info@fscl.org.nz)  
[www.fscl.org.nz](http://www.fscl.org.nz)

Please note if you would like to refer your complaint or dispute to FSCL you must do so within 2 months of the date of our dispute determination.

Further details regarding our complaint handling and dispute resolution procedures are available from our website and on request.

## Protecting Your Privacy

We collect, use and retain your personal information in accordance with the *Privacy Act 1993*. Our detailed Privacy Policy is available on our website at [www.chubb.com/nz](http://www.chubb.com/nz)

If you have a privacy related complaint or want more information about how Chubb is managing your personal information, please contact our Privacy Officer by email, phone fax or post via the following details:

The Privacy Officer  
Chubb Insurance New Zealand Limited  
PO Box 734  
Shortland Street  
Auckland 1140  
O +64 9 377 1459  
F +64 9 303 1909  
E [Privacy.NZ@chubb.com](mailto:Privacy.NZ@chubb.com)

## Contact Us

Chubb Insurance New Zealand Limited  
Company No. 104656  
Financial Services Provider No. 35924  
CUI-3, Shed 24  
Princes Wharf  
Auckland 1010  
[www.chubb.com/nz](http://www.chubb.com/nz)

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