



Marble Insurance Limited Complaints Policy

Marble Insurance is committed to providing its customers with excellent service, quality advice and products.

Step One

If you are unhappy with the service, advice or product provided by your broker, please contact your broker in the first instance to lodge a complaint with them.

They will acknowledge your complaint as soon as practical and try to resolve the matter directly with you.

09 390 9399
info@marbleinsurance.co.nz

Step Two

If you and your Broker can't agree how to resolve the complaint, the Broker will refer it to Marble Insurance's Compliance Manager for review in accordance with Marble Insurance's Internal Complaint and Dispute Resolution procedures.

If you're unable to make contact with your Broker or wish to speak to someone else, please contact either:

Compliance Manager
Kylie Wilson
kylie@marbleinsurance.co.nz
022 534 5554

Director
Logan Evans
logan@marbleinsurance.co.nz
022 500 5311

Step Three

Internal Complaint and Dispute Resolution procedure:

- a) Marble Insurance's Compliance Manager will acknowledge receipt of your complaint within five (5) working days;
- b) Your complaint will be thoroughly examined. All complaints are taken very seriously and Marble Insurance will make certain that all issues are considered carefully;
- c) The Compliance Manager will identify actions to try and fix the complaint and strive to respond and resolve your complaint within twenty (20) working days from the date they received notice of your complaint.
- d) If your complaint is more complex than anticipated, we may require longer than twenty (20) working days to resolve your matter. Marble Insurance's Compliance Manager will advise you on the expected time it will take to resolve your complaint and will provide you with regular updates.

Step Four

If your complaint remains unresolved within the specified time frame or you are unhappy with the outcome, you may refer the matter to the Financial Services Complaints Ltd (FSCL).

Marble Insurance are a member of this independent external Dispute Resolution Scheme approved by the Ministry of Consumer Affairs. There is no cost to access their services.

To contact FSCL please refer below:

Financial Services Complaints Ltd

Post: PO Box 5967 Wellington 6140
Email: info@fscl.org.nz or complaints@fscl.org.nz
Phone: 0800 347 257
Website: www.fscl.org.nz

You can download a Complaint Form from
<https://www.fscl.org.nz/complaints/complaint-form>