

A guide to resolving complaints



HOW WE WILL ASSIST YOU

Elantis Premium Funding (NZ) Limited has a complaints and dispute resolution process in place, which is available to anyone who has a complaint about the services we provide, our employees, agent representatives or service providers. This service is available nationally with all matters treated in confidence. If you have any questions concerning the complaints and disputes process, please contact our internal dispute resolution officer ('IDR Manager') in writing via email: complaints@ajg.com.au or phone 0800 068 000.

OUR PROMISES TO YOU

All complaints will be handled in a fair, transparent and timely manner. When you contact us, we will respond to your complaint within two business days and answer any questions you have as soon as possible.

It may be that we cannot resolve your complaint within two business days. We will then acknowledge that your complaint is being reviewed by an IDR Manager. The IDR Manager will examine the issue and provide you with a formal resolution to your complaint within 60 days.

If we cannot provide a final decision in this timeframe, we will tell you, in writing, the reasons for the delay and seek to agree a reasonable alternative timeframe with you.

THIRD PARTY REVIEW

If our IDR Manager is unable to resolve your dispute satisfactorily or we have taken longer than 60 days to resolve your complaint, then we will advise you that a decision cannot be reached and refer you to our disputes resolution scheme provider, Insurance & Financial Services Ombudsman Scheme ('IFSO').

IFSO provides an independent dispute resolution service that is free to consumers and may help investigate or resolve your complaint if it is not able to be resolved through our internal complaints process.

You have the right to take the complaint to the IFSO however you must take the complaint to the IFSO within three months.

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

Email: info@ifso.nz

Telephone: 0800 888 202 (free call)

In writing to:

Insurance & Financial Services Ombudsman Scheme,
PO Box 10-845, Wellington 6143

PRIVACY

Your privacy is important to us. We are committed to ensuring that all our business dealings comply with the Privacy Act 2020 and acknowledge the importance of keeping individuals' personal details confidential and secure. If you have any concerns, please refer to our privacy policy, which may be accessed at [Resources and Info New Zealand – Elantis Premium Funding.](#)

Get in touch with Elantis Premium Funding

Contact our customer service team for assistance with loan processing, the status of loan approvals and any other queries relating to premium funding that you may have.



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elantis.co.nz