

Got Feedback?

At Protection Solutions, we pride ourselves on delivering great service and products that we think best meet your individual insurance goals and needs.

We love to hear what you have to say. Whether you want to let us know about the great service you've received from your adviser, or you want to let us know that you are unhappy about aspects of our service, we want to hear from you.

You can let us know about your experience or concerns by emailing wellingtonoffice@protectionsolutions.co.nz

Our Complaint Process

Even with the best of intentions, complaints sometimes arise. At Protection Solutions we are committed to ensuring that all client complaints are handled and resolved in a professional, fair and timely manner in accordance with our Client Complaints Policy and associated procedures. If you are not satisfied with our financial advice services, you can make a complaint by contacting us.

There are three stages of the Protection Solutions complaint process:

- + **Acknowledgment:** Once we receive a complaint in writing, we will endeavour to provide an acknowledgment letter within two business days of having received the complaint. This will provide confirmation that we are looking into your concerns and will provide a written response, or if this is not possible an update, within 28 working days. It will also provide a brief summary of what your complaint is about to ensure we understand your concerns.
- + **Investigation:** We will investigate your concerns and create a timeline of events based on the documentation we have on file. This includes any written communication, advice documentation and/or file notes we have on hand. This will give us a clear picture of the service we provided and our dealings with both you and the product providers.
- + **Written Response:** We will provide a written response addressing the concerns you have raised by outlining the findings of our investigation and explaining how the documentation we have on file supports the decision we have reached.

If you are unsatisfied with the outcome of the complaint and the process that was followed, we are a member of an approved dispute resolution scheme that can provide an independent review of your complaint, free of charge.

Feedback and Complaints

Our dispute resolution provider is:

Name: Financial Dispute Resolution Service
Address: Freepost 231075
PO Box 2272
Wellington 6140
Email: enquiries@fdrs.org.nz
Freephone: 0508 337 337