



MIKE HENRY
AN ARTHUR J. GALLAGHER COMPANY

COMPLAINTS PROCEDURES

Mike Henry Insurance Brokers take our obligations to you, our clients very seriously.

If you want to escalate an issue beyond your Account Executive or Claims Handler, please contact one of our Directors. A full list of Directors is available on our website: www.mhib.co.nz

It is our promise to you that we will endeavour to make every effort to resolve any issues as quickly as possible. Your complaint will be acknowledged in writing and we will aim to resolve the issue within twenty (20) working days.

If an issue cannot be resolved to your satisfaction, you are entitled contact Financial Service Complaints Ltd (FSCL); an independent complaints service provider who handle complaints from clients of the Financial Services Industry. Their contact details are as follows:

13th Floor, 45 Johnston Street, Wellington
P.O. Box 5967, Lambton Quay, Wellington, 6145

☎: (Call Free) 0800 347 257

Email: info@fscl.org.nz

Website: www.fscl.org.nz