

Complaints Process

How to make a complaint

We are committed to providing the highest-quality service to our clients, which is why we want to know if you are not satisfied with our service or advice, to see if we can put it right for you. Please let us know if you are not satisfied with anything we've done by writing to:

Barry Tremaine
Protekt Insurance Brokers 2008 Limited
PO Box 35962, Browns Bay, Auckland 0753
Email: barry@protekt.co.nz
Phone: (09) 475 6602

If you make a complaint

We will:

- Let you know that we have received your complaint within five working days;
- Consider and investigate your complaint thoroughly;
- Keep a record of your complaint;
- Keep you up to date of the progress;
- Respond to your complaint within 30 working days.

If your complaint is unable to be resolved

If we are unable to resolve your complaint within 30 working days to your satisfaction, you may contact Financial Services Complaints Limited dispute resolution scheme.

This is a free, independent dispute resolution service, who may help investigate or resolve your complaint.

Financial Services Complaints Limited
PO Box 5967, Lambton Quay, Wellington 6140
Phone: (04) 472 3725 or Freephone 0800 347 257
Website: www.fscl.org.nz
Email: info@fscl.org.nz