

Making a Complaint

We understand things don't always go to plan. If, for any reason, you're not satisfied with the service we've provided, please let us know. We take your feedback very seriously, and have an internal complaints process to investigate any concerns you may have promptly and fairly. You can make your complaint using any of the contacts, below.

Phone: 06 651 2366

Email: admin@insurehb.co.nz

Write to: PO Box 269, Napier 4140, New Zealand

Independent dispute resolution

Insure Hawkes Bay is a member of an independent dispute resolution scheme operated by [Financial Services Complaints Limited](#) (FSCL), which allows us 40 days to respond to your complaint. Obviously we hope you'll be satisfied with our response. However if you are not, you can then refer the matter directly to FSCL for further investigation by emailing info@fscl.org.nz or calling 0800 347 257. Full details of the FSCL scheme are available at www.fscl.org.nz. There is no cost for you to use the services of FSCL.