

Complaints Process

2023

Bridges Insurance Services



11 CLIFTON ROAD, HAMILTON CENTRAL, 3204



www.bridges.co.nz



07 839 7880



info@bridges.co.nz

Bridges Insurance Services is committed to providing its customers with quality professional financial advice & service that is suited to our customer's needs.

What should you do if something goes wrong?

If you have a problem, concern or complaint about any part of the service provided by Bridges Insurance Services Ltd, please tell us so that we can try to fix the problem.

You may access our Internal Complaints Process by contacting a Director of Bridges Insurance Services on 07 839 7880.

If we cannot agree on how to fix the issue, you can contact Financial Services Complaints Ltd. This service will cost you nothing and will help us resolve any disagreements.

They can be contacted as follows:

Financial Services Complaints Ltd,
PO Box 5967
Lambton Quay
Wellington
6145

Telephone 0800 647 257

Email: info@fscl.org.nz

Insurer Complaints:

All insurers have their own complaints process, which is separate to our process. If you wish to make a complaint about an insurer, please let us know so that we can provide you with details relating to the specific insurer and how to access their complaints process.