

# Our Complaints Procedure

**If you have a complaint, please talk to us about it.**

We at **NEW INDIA ASSURANCE** wish to provide you with excellent customer service you expect from us. Our customer / policyholder's satisfaction is extremely important to us and we wish to resolve all problems and complaints to your satisfaction quickly and effectively.

If for any reason you have a complaint, please let us know as we want to resolve the complaint as quickly as possible.

Here's what to do:

## **1.Talk / Discuss your complaint with us**

Please contact the person who has been attending to your claim or enquiry. Complaints can often be resolved quickly by talking to us Talk through your concerns and we'll try to resolve it.

## **2.Talk to our Assistant General Manager**

If you feel uncomfortable dealing with the person handling your claim or enquiry or you are not satisfied with their response, contact Mr. Raj Parikh, Assistant General Manager at the following address:

Raj Parikh's contact details:

63, Albert Street, P.O. Box 91748, Victoria Street West, Auckland 1142,

PH 09 306 4014 Fax 09 306 4015, Email ID [raj@nia.co.nz](mailto:raj@nia.co.nz)

At this stage it is best to put your complaint in writing. The [Complaint Form](#) is available on our website. Your complaint will be acknowledged within 3 working days from its receipt.

The matter will be fully investigated and we will inform you the outcome within 10 working days of the receipt of your complaint. We would like to ensure that your complaint is sorted out as quickly as possible

## **3. If you're not satisfied with this outcome, please approach our Chief Operating Officer**

If you are still dissatisfied, your next step would be to write to: Mr. Nilanchal Mishra, Chief Operating Officer providing any other information you feel will bring about resolution

63, Albert Street, P.O. Box 91748, Victoria Street West, Auckland 1142,

PH 09 306 4014 Fax 09 306 4015, email ID nilanchal@nia.co.nz

We'll acknowledge your complaint within 3 working days from its receipt. We will undertake a complete review of your complaint and make sure it's fully investigated. You'll receive a written advice of the outcome within 10 working days – or, if no decision has been made, we'll give you an update on the progress of your case.

#### **4. Take the complaint to the Insurance & Savings Ombudsman**

Finally, if your complaint is not resolved despite our best efforts within two months of receiving it from Stage 3, we'll issue a Letter of Deadlock giving you the option of taking your complaint to the Insurance & Savings Ombudsman.

The Insurance and Savings Ombudsman scheme considers complaints relating to insurance claims. This is an independent scheme that's free of charge to you. The Insurance and Savings Ombudsman has the authority to make binding decisions upon insurance companies for certain claims up to the value of \$200,000 (excluding GST).

If you wish to have your complaint considered by the Insurance and Savings Ombudsman, you have to complete Stage 1 – 3 above first.

You must contact the Insurance and Savings Ombudsman office no later than two months after we inform you that a deadlock has been reached with your complaint.

You can contact the Insurance and Savings Ombudsman by phoning 0800 888 202 or (04) 499 7612, by fax at (04) 499 7614 or by writing to PO Box 10-845, Wellington 6143.

You'll find additional information and contact details at [www.iombudsman.org.nz](http://www.iombudsman.org.nz).