



If you are not satisfied with our financial advice service you can make a complaint by emailing:

[chris@clarityinsurance.co.nz](mailto:chris@clarityinsurance.co.nz) or Call Chris on 021 245 8814

You can also write to us at:

Clarity Insurance Brokers Limited  
Level 2, 1 Redmond Street,  
Ponsonby  
Auckland 1011

We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information.

We aim to find a solution to complaints within 10 working days of receiving them. If more time is needed, we will contact you.

We will let you know by phone or email how we propose to resolve the matter.

When we receive a complaint, we will use our internal review process as a first step:

If we cannot reach an agreement, you can contact;

The Insurance & Financial Services Ombudsman Scheme (IFSO Scheme). This service will cost you nothing.

Postal address: PO Box 10-845 Wellington

Phone: 0800 888 202

Email: [info@ifso.nz](mailto:info@ifso.nz)