



## Got Feedback?

At Authentic Advisers, we pride ourselves on delivering great service and products that we think best meet your individual insurance goals and needs.

We want to hear what you have to say. Whether you want to let us know about the great service you've received from your adviser, or you want to let us know that you are unhappy about aspects of our service, we want to hear from you.

You can let us know about your Authentic Advisers experience or concerns by emailing [angie@authenticadvisers.co.nz](mailto:angie@authenticadvisers.co.nz).

## Our Complaint Process

There are three stages of the internal Authentic Advisers complaint process:

**Acknowledgement:** Once we receive a complaint in writing, we will endeavour to provide an acknowledgment letter within two business days of having received the complaint. This will provide confirmation that we are looking into your concerns and will provide a written response, or if this is not possible an update, within 28 working days. It will also provide a brief summary of what your complaint is about to ensure we understand your concerns.

**Investigation:** We will investigate your concerns and create a timeline of events based on the documentation we have on file. This includes any written communication, advice documentation and/or file notes we have on hand. This will give us a clear picture of the service we provided and our dealings with both you and the product providers.

**Written Response:** We will provide a written response addressing the concerns you have raised by outlining the findings of our investigation and explaining how the documentation we have on file supports the decision we have reached.

If you are unsatisfied with the final outcome of the complaint and the process that was followed, we are a member of an approved dispute resolution scheme that can provide an independent review of your complaint, free of charge.

Our dispute resolution provider is:

Name: Financial Dispute Resolution Service

Address: Freepost 231075

PO Box 2272

Wellington 6140

Email: [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)

Freephone: 0508 337 337