Formal Complaints Process

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Long Burroughs Limited, FSP650369, and Long Burroughs Financial Services Limited (FSP1006544) holds a financial advice providers licence issued by the Financial Markets Authority.

Long Burroughs Limited and Long Burroughs Financial Services Limited are committed to providing you with excellent customer service and quality products. If you believe that we have not delivered in a particular area, we would like to hear your comments.

If you are not fully satisfied with the services provided by a member of Long Burroughs Limited or Long Burroughs Financial Services Limited, please contact your financial adviser or financial advice provider directly.

Contact Method	Description
Online	Complete a Feedback form
Phone	Call: +64 9 374 5980 and ask for the complaints officer.
Email	Email: complaints@longburroughs.co.nz
Post	Print a Feedback Form and mail to the following address: Long Burroughs Limited Complaints Officer PO Box 17197 Greenlane, Auckland 1546

When we receive a complaint, we will handle your complaint in an open and transparent manner and will endeavour to resolve your complaint fairly and within 20 days.

If we have not resolved your complaint within 20 days we will provide you with a written update as to the reason for the delay, what action is underway to resolve your complaint and advise you of the anticipated timeframe for a response.

Complaint Handling

In handling your complaint, there are a number of remedies available to us, including but not limited to;

- An apology or explanation;
- Liaison with insurers and/or premium funders to find a mutually agreeable outcome to your complaint;
- Claims advocacy including support to address your complaint via the Insurer internal dispute resolution process.

If you are unable to resolve your complaint with Long Burroughs Limited or Long Burroughs Financial Services Limited, you may refer it to Financial Services Complaints Limited (FSCL), of which we are a member.

FSCL is an approved independent dispute resolution scheme which handles complaints against financial service providers, including insurance brokers.

FSCL is free to consumers and its decisions are binding on all Long Burroughs Limited and Long Burroughs Financial Services Limited (but not on you).

Further information about FSCL is available from www.fscl.org.nz. You may contact FSCL directly on 0800 347 257.