

Compliment and Complaints

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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 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, please contact your financial adviser or financial advice provider directly.

Contact Method	Description
Online	
Phone	
Email	
Post	

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 time frame for a response.

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 us, you may refer it to Financial Services Complaints Limited (FSCL), of which all stated LB Group companies 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 Long Burroughs (but not on you).

Further information about FSCL is available from www.fscl.org.nz.

You may contact FSCL directly on 0800 347 257.