

Complaint form



REGIONAL FOCUS, NATIONAL STRENGTH

Thank you for taking the time to lodge a complaint. Please complete this form fully so that we may resolve your complaint as quickly and fairly as possible. Please return this form to your branch. Contact information for all branches of C&G Rothbury Insurance Brokers is available on our website www.cgrothbury.co.nz

YOUR DETAILS

(Complainant(s)) (If complainant is not the policyholder, please explain relationship)

CLIENT DETAILS

COMPANY NAME: (if applicable)		
SURNAME: MRS/MS/MISS/MR	FIRST NAME:	
STREET ADDRESS:	POSTAL ADDRESS:	
PHONE NO: HM ()	WK ()	MB
FAX NO: ()	EMAIL:	

POLICY DETAILS

(If available and/or relevant)

INSURANCE COMPANY NAME:	C&G ROTHBURY BRANCH:
POLICY NO:	TYPE OF POLICY:
EXPIRY DATE OF POLICY:	AMOUNT IN DISPUTE: \$

COMPLAINT

What is your complaint? (Please provide us with any documentation/correspondence related to the complaint)

If not stated above what do think should be done to resolve the matter?

Have you referred your dispute to any other organisation for resolution? Eg. IBANZ - If Yes, please give details Yes / No

Is this the first time you have made this Complaint? If, No please give details Yes / No

PRIVACY ACT 1993

The personal information supplied by you to C&G Rothbury, or obtained about you by C&G Rothbury, will be used only for the investigation of your complaint or, at the conclusion of the investigation, for reference purposes with C&G Rothbury.

To enable the investigation of your complaint, personal information about you may be disclosed to the insurance company, or to a third party, unless you advise C&G Rothbury that you wish specific information not to be disclosed.

You have the right to request access to and correction of any personal information held by C&G Rothbury. You are entitled to be supplied, on request, with details of any agencies to which C&G Rothbury has disclosed personal information about you.

Failure to supply any personal information requested by C&G Rothbury may affect the ability of C&G Rothbury to consider and investigate your complaint.

I/We accept that my/our complaint will be investigated in accordance with the provisions of the Privacy Act 1993

.....
SIGNATURE/CLIENT(S)

.....
DATE

.....
SIGNATURE/COMPLAINANT(S) (IF NOT THE CLIENT)

.....
DATE