

MIKE HENRY TRAVEL INSURANCE COMPLAINTS



MIKE HENRY

Should you have a concern or complaint about our service, here is some information that can provide you with assistance.

1. If you have a concern or complaint contact the person you have been dealing with. If you'd like to pursue the matter further please ask to speak to their manager.
2. If you are not satisfied with the outcome from the step above, contact:
The Head of specialist business
Phone: (09) 969 6000
Email: contactus@businesspartners.co.nz
Postal address: Private Bag 92130, Auckland 1142.
3. In the event you have a dispute that cannot be resolved by direct communication with IAG, retail clients have free access to our licensed dispute resolution scheme, the Insurance & Savings Ombudsman of New Zealand ("**ISO**"). You can contact the ISO at:
Office of the ISO
Phone: 0800 888 202
Email: info@iombudsman.org.nz
Postal address: PO Box 10-845, Wellington 6143.