

## Complaints

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If the insured has any questions or concerns about their insurance or the handling of a claim, in the first instance please contact the broker/intermediary named in the Schedule through whom this insurance was arranged.

If the Insured wishes to make a complaint, the Insured can do so at any time by referring the matter to either the Lloyd's General representative in New Zealand or Complaints team at Lloyd's

**The address of the Lloyds representative is:**

Scott Galloway  
Lloyd's General representative in New Zealand  
C/- Hazelton Law  
Level 29, Plimmer Towers  
2-6 Gilmer Terrace  
PO Box 5639  
Wellington 6145

**Email:** [Scott.galloway@hazelton.co.nz](mailto:Scott.galloway@hazelton.co.nz)  
**Telephone:** +64 4 472 7582

**The address of the Complaints team at Lloyd's is:**

Complaints  
Lloyd's  
One Lime Street  
London  
EC3M7HA

**Email:** [complaints@lloyds.com](mailto:complaints@lloyds.com)  
**Website:** [www.lloyds.com/complaints](http://www.lloyds.com/complaints)  
**Telephone:** +44 (0) 20 7327 5693

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint – How can we help" available at [www.lloyds.com/complaints](http://www.lloyds.com/complaints) and are also available from the above address.

This Agreement is subject to New Zealand law and practice and to the exclusive jurisdiction of the New Zealand courts.

Any summons, notice or process to be served upon the Insurers for the purpose of instituting any legal proceedings against them in connection with this insurance may be served upon:

Lloyd's General Representative in New Zealand  
C/- Hazelton Law  
Level 29, Plimmer Towers  
2-6 Gilmer Terrace  
PO Box 5639  
Wellington 6145

Following Lloyd's consideration of your complaint, if the complaint is not resolved you may be entitled to refer the matter to the Insurance and Financial Services Ombudsman Scheme. See [www.ifso.nz](http://www.ifso.nz) or phone 0800 888 202.



Lloyd's is a member of the Insurance Council of NZ and adhere to the Fair Insurance Code, which provides you with assurance that we have high standards of service to our customers.

For more information: [Fair Insurance Code](http://www.fairinsurancecode.co.nz)