



i2i Brokers Limited,
P O Box 22005, Khandallah, Wellington , 6035
P: 04 479 5378
E: hello@i2ibrokers.co.nz
W: www.i2ibrokers.co.nz

Updated 2023

Complaints Policy i2iContractorCover®

i2i ContractorCover® is a brand operating under the registered company i2i Brokers Limited.

i2i Brokers Ltd is a member of Financial Services Complaints Limited (FSCL) and as part of our membership (and in order to provide the best client service possible) we provide a fair, transparent and timely resolution of complaints and disputes.

If you are not satisfied with a product or service provided by your Financial Adviser (aka Kirsty Young), please contact her to lodge a complaint. She will immediately acknowledge your complaint and will advise you of the steps being taken to resolve the matter. Alternatively you can contact the Compliance Manager , her details are listed below.

Please contact

Kirsty Young kirsty@i2ibrokers.co.nz

04 479 5378 or ; 0274909011

We will try to resolve your complaint quickly and fairly, however, should we be unable to attend to your complaint within 24 hours, we will advise you of this and endeavour to resolve the matter within 20 working days of receipt.

If you remain dissatisfied, you have the right to refer your complaint to Financial Services Complaints Limited (FSCL) for further consideration and/or adjudication.

They can be contacted at:

Financial Services Complaints Limited (FSCL)

Free call within NZ - 0800 347257

From overseas – [+64 4 472 3725](tel:+6444723725)

Fax: [+64 4 472 3727](tel:+6444723727)

Email: info@fscl.org.nz

Website: www.fscl.org.nz PO Box 5967, Lambton Quay, Wellington 6145

i2i Brokers Ltd

Liability Insurance Specialists

Professional Indemnity: Directors and Officers Liability: General Liability: Employers Liability: Statutory Liability: Tech Liability: Management Liability, Cyber Liability



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