

Southern Pacific Underwriting Agency Limited Complaints Handling Procedure

Who Regulates Us

Southern Pacific Underwriting Agency Limited (SPUA) is required by our Regulator, the Financial Market Authority (FMA), to have in place a documented complaints procedure for handling any expression of dissatisfaction received from our clients, whether verbal or written and whether justified or not, about its general insurance related activities. SPUA is regulated in New Zealand by the FMA.

SPUA endeavour to ensure that complaints are handled fairly, effectively and promptly, and resolved at the earliest possible opportunity. All Complaints will be handled in accordance with the FMA requirements.

We will comply at all times with any complaints handling timescales and procedures as suggested and or mandated by local and federal law where applicable.

We undertake to notify details of all new complaints received to The Complaints Manager of our insurance partner(s) on the day that each complaint is received. This will allow our insurance partner(s) to collate details of all complaints received for onward notification to Lloyd's, in accordance with the UK regulatory regimes requirements, where the insured/complainant is not considered as a commercial client.

Who to Contact and How

If you should have any complaint about a general insurance related matter or about our service generally, we would ask you to make your complaint to Conrad Shanly, Director, at the following address:

Level 9, Shamrock House
81 Molesworth Street
Thorndon
Wellington 6011
New Zealand

You may make your complaint at any time and by any reasonable means although we would prefer you to contact us in writing, detailing the precise nature of your complaint, so that there can be no misunderstanding.

How we will respond to a complaint

Within 5 business days of receiving your complaint we will send you a written acknowledgement of receipt of your complaint.

Within 7 business days of receipt of your complaint we will send you a written response informing you of the outcome of our investigation. This letter will detail the nature and terms of any offer of compensation, which we may consider appropriate or, alternatively, our reasons for repudiating the complaint. Should you remain dissatisfied with our final response you are entitled to refer your complaint to an Approved Dispute Resolution Facility.

We will comply at all times with any complaints handling timescales and procedures as suggested and or mandated by local law where applicable. We will advise our carriers within 24 hours of receipt of a complaint made that cannot be resolved.

Lloyd's Complaints Procedure:

If you are a Lloyd's Policyholders you have the right to notify complaints to Lloyd's via Managing Agent Services (also known as Policyholder & Market Assistance). Policyholder and Market Assistance can be contacted if you are unable to contact your insurer or feel dissatisfied with their response/handling of your complaint.

Lloyd's Market Services
Lloyd's, 1 Lime Street, London, EC3M 7HA
Email: complaints@lloyds.com
Tel: +44 (0)20 7327 5693
Fax: +44 (0)20 7327 5225

How Lloyd's Will Handle Your Complaint

If you wish to make a complaint it would be a good idea to check your policy for the procedure if you haven't already done so. Alternatively you could contact your broker or if the complaint relates to a claim you could contact whoever has been handling your claim to inform them of your dissatisfaction.

Lloyd's provides a complaint resolution service, free of charge, where disputes are reviewed on the balance of probabilities, having regard to the evidence submitted by both parties. Lloyd's aims to conclude the majority of complaints received within 8 weeks in accordance with the Financial Conduct Authority's expectations. Within this 8 week timeframe Lloyd's operates a 'two stage' complaints process as follows:

Stage 1:

- The complaint will be considered by the underwriters of the policy who will issue a response, ideally, within 14 days.
- If you remain dissatisfied following the underwriters' response, or if you have not received a response within 14 days you are entitled to request that the complaint be escalated to stage 2.

Stage 2:

- Lloyd's obtains the documentation from the underwriters and undertakes a full review of the complaint.
- When the review is complete a Final Response will be issued detailing the outcome of these investigations.
- If you remain dissatisfied at this point you may refer the matter to the Financial Ombudsman Service (if eligible) provided you do so within 6 months of the date of the Final Response. The Financial Ombudsman Service can only consider your complaint following our consideration of the matter.

This complaints procedure does not affect any of your legal rights.

The FCA have published consumer guidance on how to make a complaint. Copies can be downloaded from the FCA website or you can contact them on 0300 500 5000.

If you still feel we haven't resolved your complaint satisfactorily, you can ask the Financial Ombudsman Service to review it. The Ombudsman will only become involved after you have tried to resolve the issue directly with us first. There's no charge for using their service. You can find out more by visiting the Financial Ombudsman Service website

When we write to you with our final response, we'll also explain your right to take your complaint to the Financial Ombudsman Service.

Our letter will include their contact details and give you information about your complaint to help you put your case to the Ombudsman, if that's what you decide.



Conrad Shanly
Director
Southern Pacific Underwriting Agency Limited



We are 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.