

## Aon Service Issues and Complaints

At Aon, we aim to perform our services with reasonable care, skill and integrity based on the needs you have advised to us. We endeavour to treat you fairly, however we recognise that occasionally things can go wrong.

This guide describes our process for dealing with service issues or complaints.

If you have a complaint about the service Aon has provided to you, we want to hear about it so that we can investigate your concerns. Similarly, if you have positive suggestions about how we can improve our service, please let us know.

If you have a complaint relating to the terms of your insurance coverage or claims under your policy, you may be referred to your insurer and their complaints process.

### Your Information

We will hold any personal information that you provide to us in accordance with the Privacy Act 2020 (**Privacy Act**) and any other applicable privacy or data protection laws regulating the collection, storage, use and disclosure of “personal information” as defined in the Privacy Act. We may need to pass your information on to third parties such as insurers in order to assist with resolving your complaint.

You agree that we may disclose information (including personal information) you disclose to us for the purposes of reviewing and addressing your complaint which may require us to disclose your information to third parties located overseas and that these parties may not have comparable data protection laws to those contained in the Privacy Act. Where applicable, you will obtain the prior written consent to disclose the personal information of persons other than yourselves to us in relation to your complaint.

You agree that we may disclose personal information that you have provided to us to the Financial Markets Authority if required to do so.

You have the right to access and correct any of your personal information that we hold. Please contact the Privacy Officer at Aon New Zealand, Level 21, Aon Centre, 29 Customs St West, Auckland if you wish to exercise your rights of access and/or correction.

You may also access our Privacy Policy on our [website](#).

## How to make a complaint

### Stage One

Please contact your Aon service provider or their manager at your local Aon office by telephone, email or in writing to explain your problem. Alternatively, you can use the Service Issues and Complaints Form below. You will find the address and phone number of the local office on your invoice or on our website at [aon.co.nz](http://aon.co.nz).

Please try to provide as much information as possible about the reasons for your complaint and the resolution you are seeking. We will endeavour to resolve your complaint promptly and reach a satisfactory resolution together with you.

Nearly all service issues and complaints are quickly resolved in this way however, if we are not able to resolve your complaint locally within 2 business days, we will:

- formally acknowledge receipt of your complaint and provide an estimate of the timeframe for a fuller response;
- provide you with an overview of our complaints process;
- provide information about our free, independent, dispute resolution scheme that may help to investigate or resolve your complaint (See further information below).

### **Stage Two**

If we are not able to resolve your complaint locally, it will be referred to our complaints team for an internal review.

Alternatively, you can at any time contact the complaints team directly on 09 362 9000 or you can email details of your complaint to [nzfeedback@aon.com](mailto:nzfeedback@aon.com).

The complaints team will endeavour to provide you with a decision or proposal for resolution within 20 business days of your original complaint. If your complaint is complex and may take longer to resolve, we will advise you of this and will keep you informed of progress.

### **Stage Three**

Sometimes it is not possible to resolve a complaint by agreement and, if you are not satisfied with our decision following the process above, you may then choose to seek independent advice.

If you are a retail client (or if we mutually agree) you may refer the matter to Financial Services Complaints Limited (**FSCL**) (subject to their terms of reference). FSCL is the independent dispute resolution service we belong to. There is no cost for you to ask FSCL to independently review your complaint. However, you must contact FSCL within 3 months from the date of our final decision. If you do not contact FSCL within this time, they will be unable to assist you.

FSCL can be contacted by email at [complaints@fsc.org.nz](mailto:complaints@fsc.org.nz) or by calling 0800 347 257. Full details on the FSCL scheme can be obtained on their website [www.fsc.org.nz](http://www.fsc.org.nz). Please note before FSCL can investigate your complaint, they do require you to have first provided us with the opportunity to address your complaint.

## **Service Issues and Complaints Form**

Thank you for completing this form. Please return it to your local Aon office or email it to [nzfeedback@aon.com](mailto:nzfeedback@aon.com).

You may also contact your Aon service provider or their manager at your local office by telephone, email or in writing to explain your problem. You will find the address and phone number of the local office on your invoice or on our website at [aon.co.nz](http://aon.co.nz).

We will endeavour to resolve your complaint promptly and reach a satisfactory resolution together with you.

**Your name:**

**Company name:**

**Address/Email address:**

**Phone number:**

**Client number or policy reference number (where relevant):**

**How would you like to be contacted in relation to this complaint? (telephone/email/letter):**

**Your Aon service provider's name:**

**Please tell us what your complaint is about (and it would be helpful if you can attach any related documentation):**

**Please describe how you would like your complaint to be resolved:**

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