



AIC Risk Advisors Limited

Bruce Gray

P: 027 456 0045

E: bruce@aicrisk.co.nz

AIC Risk Advisors, Complaints Policy

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

If you are not satisfied with a product or service provided, please contact me to lodge a complaint. I will acknowledge your complaint and advise you of the steps being taken to resolve the matter.

Step One

Please contact your Broker, Bruce Gray 0274560045, or email bruce@aicrisk.co.nz

Step Two

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

Step Three

If we can't agree how to resolve the complaint, I will refer it to PSC for an independent review in accordance with PSC Connect's Internal Complaint and Dispute Resolution procedures.

New Zealand Manager

Dave Penfold

dpenfold@pscconnect.co.nz

09 358 1186

Compliance Manager – New Zealand

Denise Bourdôt

dbourdot@pscconnect.co.nz

09 869 6676

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) P O Box 5967 Lambton Quay Wellington 6145

Phone Free Call within NZ 0800 347 257

From Overseas +64 4 472 3725

Email : info@fscl.org.nz

Website: www.fscl.org.nz