What to do if you have a complaint

About Lloyd's

Lloyd's is the world's specialist insurance and reinsurance market, bringing together an outstanding concentration of underwriting expertise and talent.

In New Zealand, Lloyd's is a signatory to the Insurance Council of New Zealand Fair Insurance Code (Code). In accordance with the Code, Lloyd's has an internal complaint process that aims to resolve complaints between insurers, their policyholders, and third parties as applicable. Your Lloyd's intermediary ("the coverholder") or claim administrator must also meet the requirements of the Code, if applicable. The Code applies only to Lloyd's underwriters or business placed through a coverholder that is resident in New Zealand.

You can obtain a copy of the Code at www.icnz.org.nz/fair-insurance-code.

Lloyd's aims to provide the highest level of service to our New Zealand policyholders and have developed procedures, applicable to the entire Lloyd's market, for the honest, fair and timely handling of complaints.

Internal Review

You can make a complaint about any aspect of your relationship with us, including your policy or claim and our service, staff or handling of a complaint.

If you wish to make a complaint, please contact either the Lloyd's coverholder or the claim administrator handling your claim in the first instance – in most cases this will resolve your grievance.

The coverholder or claim administrator will acknowledge your complaint and respond within 10 business days provided they have all necessary information and have completed any investigation required. Sometimes complaints can be held up because further information is required from third parties. Where further information, assessment or investigation is required, they will agree to reasonable alternative timeframes with you.

You will also be kept informed of the progress of your complaint at every 20 business days.

If the matter cannot be resolved and/or it has been more than two months since the complaint was made, the Lloyd's intermediary or Lloyd's underwriter will provide you with a 'deadlock' letter, explaining the reasons for their decision and your right to elevate the matter to the Insurance & Financial Services Ombudsman Scheme (IFSO).

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External review

If the matter cannot be resolved and/or it has been more than two months since the complaint was made, you may refer the matter to IFSO.

IFSO's contact details are:

Insurance & Financial Services Ombudsman
PO Box 10-845
Wellington 6143
New Zealand
Email: info@ifso.nz
Website: www.ifso.nz
Telephone: 0800 888 202 or +64 4 499 7612

IFSO is an independent body that operates nationally in New Zealand and aims to resolve disputes between you and your insurer. Your dispute must be referred to IFSO within 3 months of our deadlock letter. Determinations made by IFSO are binding upon us. If your complaint is not eligible for consideration by IFSO, you may be referred to the Financial Ombudsman Service (UK) or seek legal advice.

How much will this procedure cost you?

This service is free of charge.