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JURISDICTION

These Terms of Use are governed by and to be construed in accordance with the laws of New Zealand whose Courts will have exclusive jurisdiction to hear any dispute arising from the use of this website.

COMPLAINTS PROCEDURE

GSI Direct is dedicated to providing their clients with a high-quality service and wants to ensure that this is maintained at all times.

If you have any concerns or wish to make a complaint in relation to this policy, our services, or your insurance claim, please let us know and we will attempt to resolve your concerns in accordance with our Internal Dispute Resolution procedure. In the first instance, please contact:

GSI Direct
Email: help@gsidirect.co.nz
Telephone: 0800 INDEMNITY (463 366)
+64 9 280 4844
Post: 490 South Titirangi Road, Titirangi 0604, Auckland, New Zealand

We will acknowledge we have received your complaint and aim to resolve the complaint to your satisfaction.

A complaint decision will be provided to you within two months of the date on which you first made the complaint unless certain exceptions apply.

If your complaint is not resolved in a manner satisfactory to you or we do not resolve your complaint within two months of originally receiving it, you may refer the matter to the Insurance and Financial Services Ombudsman (IFSO). IFSO can be contacted as follows:

Telephone: 0800 888 202 or +64 4 499 7612
Email: info@ifso.nz or via their website www.ifso.nz
Post: PO Box 10-845, Wellington 6143, New Zealand

Your complaint must be referred to IFSO within 3 months of the final decision, unless IFSO considers special circumstances apply. If your complaint is not eligible for consideration by IFSO, you may be referred to the Financial Ombudsman Service (UK) or you can seek independent legal advice. You can also access any other external dispute resolution or other options that may be available to you.