



## FAIR INSURANCE CODE OF PRACTICE

The Insurance Council of New Zealand (ICNZ) has developed the Fair Insurance Code, which is a voluntary code of practice for its members. The Code sets out the standards for good insurance industry conduct and aims to improve relationships between insurers and their customers.

Lloyd's has adopted the Code on terms agreed with ICNZ, where applicable.

For further information on the Code, please visit: [www.icnz.org.nz/fair-insurance-code](http://www.icnz.org.nz/fair-insurance-code)

## DO YOU HAVE A COMPLAINT?

"Artisan Underwriting Pty Ltd and its associated companies and subsidiaries (collectively referred to as 'Artisan', 'we', 'us' or 'our'), aim to provide you with superior service standards and quality support. However, if you have any concerns or wish to make a complaint in relation to our services, your policy, any of our terms or conditions, or your insurance claim, please reach out to us on the below details, and we will attempt to resolve your concerns in accordance with our Internal Dispute Resolution (IDR) policy below.

### **Step 1**

Please contact Artisan Underwriting Pty Ltd in the first instance:

Managing Director, Artisan Underwriting Pty Ltd

Email: [info@artisanuw.com.au](mailto:info@artisanuw.com.au)

Telephone: 02 7259 8389

Post: PO Box Q1082, QVB AUD 1230

Once received, we will do our best to resolve your concerns or complaints within 10 business days.

### **Step 2**

If we cannot resolve your complaint to your satisfaction, you can escalate the matter to Lloyd's General Representative in New Zealand:

Lloyd's General Representative in New Zealand Email: [IDRNewZealand@lloyds.com](mailto:IDRNewZealand@lloyds.com)

Telephone: **+64 4 472 7582**

Post: **PO Box 5639 Wellington New Zealand**

Following receipt of your complaint, you will be advised whether your dispute will be handled by the Complaints team at Lloyd's Australia or the Lloyd's Complaints team in the UK, or what other avenues are available to you.

A final 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](http://www.ifso.nz).

Post: **PO Box 10-845 Wellington 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

### **SERVICE OF SUITE**

The Underwriters accepting this Insurance agree that:

- i. if a dispute arises under this Insurance, this Insurance will be subject to New Zealand law and practice and the Underwriters will submit to the jurisdiction of any competent Court in New Zealand;
- ii. any summons notice or process to be served upon the Underwriters may be served upon:

Lloyd's General Representative in New Zealand  
Level 29 Plimmer Tower, 2-6 Gilmer Terrace  
Wellington 6011 New Zealand

who has authority to accept service on Artisans behalf;

- iii. if a suit is instituted against any of the Underwriters, all Underwriters participating in this Insurance will abide by the final decision of such Court or any competent Appellate Court.

\* PLEASE NOTE: It is not compulsory for the Lloyd's General Representative to accept service on behalf of Underwriters. If Underwriters require a local law firm to be named as authorised to accept service, their details should replace those in italics above.

### **ADDITIONAL SUPPORT SERVICES**

If required, Artisan Underwriting Pty Ltd also offer a Family Violence Policy, located on our website.

### **PRIVACY**

All documents and data is handled in accordance with our Privacy Policy that can be located on our website [www.artisanuw.co.nz](http://www.artisanuw.co.nz)

Artisan is in the process of registering as a Financial Service Provider in New Zealand and will update this document with its FSP number and dispute resolution scheme upon completion.

