COMPLAINTS HANDLING

At JRI Insurance, we are committed to delivering high-quality service. If you're unhappy with any aspect of our service, we want to hear from you and have the opportunity to put things right.

Here's how we manage complaints:

Stage 1 – Contact your broker first

Please raise your concern with your broker in the first instance. We will do our best to resolve the issue immediately.

If we're unable to resolve your complaint straight away, we will acknowledge it within two working days and may contact you for further information.

Stage 2 – Review and resolution

We aim to resolve all complaints within 10 working days of receiving them. If more time is needed, we'll keep you informed and let you know when you can expect a response.

We will contact you by your preferred means to explain the outcome of our review and how we propose to resolve your complaint.

Stage 3 – External dispute resolution

If we are unable to resolve your complaint within 40 working days, or if we reach a deadlock, you may refer the matter to our independent dispute resolution provider:

Financial Dispute Resolution Service (FDRS) – This is a free and impartial service for that can help resolve your complaint if we have been unable to do so to your satisfaction.

You can contact FDRS by:

Phone: 0508 337 337
Email: enquiries@fdrs.org.nz
Mail: Freepost, PO Box 2272, Wellington 6140
Website: www.fdrs.org.nz

If you need assistance at any point in the process, please don't hesitate to contact your broker or email us :

JRI Limited (FSP7841) and JRI Life Limited (FSP776171)
Phone: 0800 746 457
Email: admin@jri.co.nz
Post: PO Box 4234, New Plymouth 4340

If you wish, all of the information in this statement is available in writing at any time — just ask. Or you can print the PDF version here.

This information was last updated November 2025.