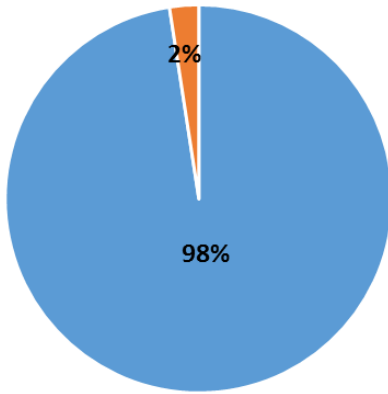




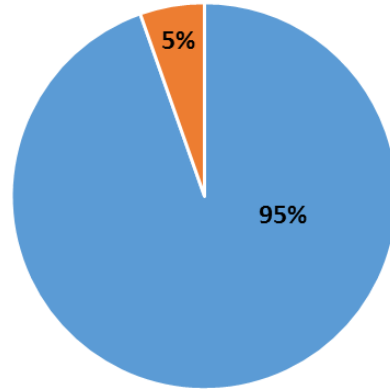
INSURANCE & FINANCIAL SERVICES
OMBUDSMAN

Kaikoura Earthquake 2016-2017
(total 82)



■ Complaint Enquiries received ■ Complaints accepted

Canterbury Earthquakes 2010-2012
(total 925)



■ Complaint Enquiries received ■ Complaints accepted

Kaikoura

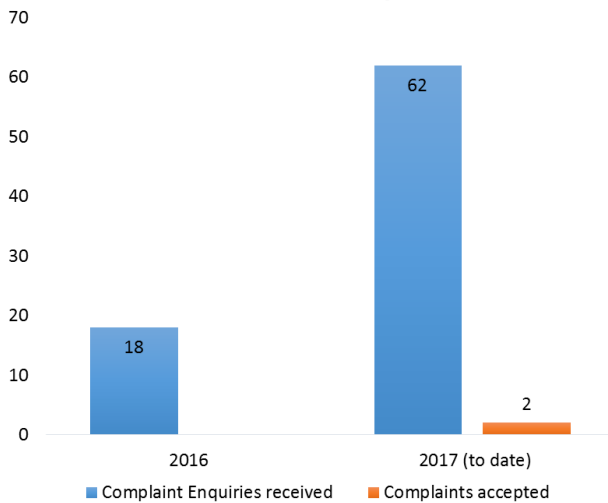
First complaint enquiry received 15 November 2016

First complaint accepted 7 August 2017

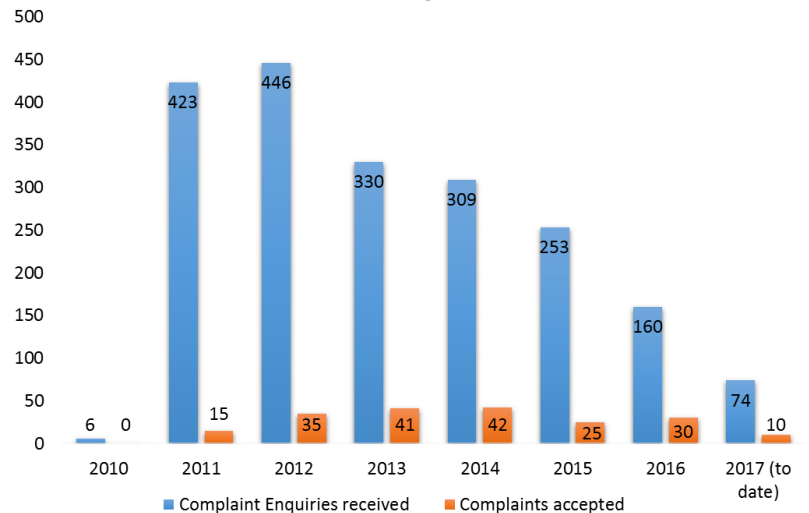
Canterbury

First complaint enquiry received 18 October 2010

Kaikoura Earthquake



Canterbury Earthquake



COMPLAINT ENQUIRIES are any questions or issues brought to the IFSO Scheme

COMPLAINTS have been accepted by the IFSO Scheme for investigation and resolution, by agreement where possible