

Disclosure statement



Lumley General Insurance (N.Z.) Limited, Head Office, Lumley Centre, 88 Shortland Street, PO Box 2426, Auckland 1140, New Zealand, Tel 308 1100, Fax 09 308 1114, www.lumley.co.nz

The information contained in this Disclosure Statement is important and is provided in order to assist you to decide whether or not to choose Lumley General Insurance (N.Z.) Limited ("Lumley") as your insurer.

Lumley is a general insurer providing both domestic and commercial insurance products and services. Lumley is a licensed Qualifying Financial Entity ("QFE") under the Financial Advisers Act 2008 and is regulated by the Financial Markets Authority ("FMA"). As a QFE, Lumley has responsibility for the financial adviser services provided by its staff. If you require any information about financial advisers, or wish to report any information about Lumley or any of its advisers, you can contact the FMA on 0800 434 567. You can check Lumley's QFE status at www.fspr.govt.nz

How to contact Lumley

Lumley's Head Office is located at:

Lumley Centre

88 Shortland Street

PO Box 2426, Auckland 1140

Telephone: (09) 308 1100

Freephone: 0800 111 888

Email: info@lumley.co.nz

How to deal with an insurance problem

If you have a complaint about Lumley, we will do everything possible to resolve the matter in a prompt and professional manner.

We recommend the following steps if you wish to make a complaint:

- 1 Contact the person you have been dealing with from Lumley.
- 2 If you wish to take the matter further, contact the manager/supervisor of the department you are dealing with.
- 3 If you remain unsatisfied, you can write to our Chief Executive Officer (CEO).
- 4 In the unlikely event that you are not satisfied with our response, you may contact the Office of the Insurance and Savings Ombudsman (ISO).

Lumley is a member of the ISO dispute resolution scheme.

How to contact the Insurance Ombudsman

Contact details:

The Office of the Insurance and Savings Ombudsman

PO Box 10-845

Wellington 6143

New Zealand

+64 (04) 499 7612

Freephone: 0800 888 202

Email: info@iombudsman.org.nz

This Disclosure Statement was prepared on 12 May 2011.