

Industry update

Insurance & Savings Ombudsman

Issues raised by complaints to the Insurance & Savings Ombudsman office

Complaints to the Insurance & Savings Ombudsman (ISO) are always diverse and complex. The ISO Scheme is an independent service for resolving insurance and savings disputes, which is free to consumers.

Join us in this industry briefing with Ombudsman Karen Stevens, who will talk about recent issues raised from complaints to the office, and suggest practical ways to avoid problems escalating out of control for you and your customers.

Topics include complaints relating to:

- > TPD and IP policies
- > pre-existing condition exclusions
- > non-disclosure of material information on applications
- > trauma cover that only covers listed conditions
- > how bad does a heart attack have to be, to be covered?
- > house and contents, vehicle and health insurance
- > Gold Card travel insurance – does it really provide the cover you need?

Speaker



Karen Stevens
Insurance & Savings
Ombudsman

Karen Stevens was appointed Insurance & Savings Ombudsman ISO in May 1998. She graduated with a BA and Law degree from Victoria University and was admitted as a barrister and solicitor of the High Court of New Zealand in 1987. While she lived in England in the mid 1980s, she worked as a lawyer in Cornwall and, on her return to New Zealand, she commenced practice as a solicitor with a large legal firm in 1989.

Karen gained prosecution experience under the Fair Trading Act 1986 with a secondment to the Commerce Commission. In 1994, she co-founded the firm of Stapleton Stevens, specialising in commercial litigation and ADR. In 1995 and 1996, she was also a part-time tutor in litigation and commercial law at Wellington Polytechnic.

Since her appointment as ISO, Karen has also qualified as an Associate of The Arbitrators' and Mediators' Institute of New Zealand, a Member of The Chartered Institute of Arbitrators (UK) and a Fellow of the New Zealand Institute of Management.

Event details

UPDATE > INTERACT > PROGRESS

Thursday 25 March 2010

Time

12.00pm Registration
& Lunch
12.30pm Presentation
and Q&A
2.00pm Close

Venue

Millennium Hotel
14 Cathedral Square
Christchurch
RSVP
Monday 22 March 2010

Cost (inc GST)

\$40.00 Members
\$65.00 Non-members
\$55.00 for groups
of three or more

PD points

One

To register

Complete the registration
form and mail or fax to:

Finsia
P O Box 10 793
The Terrace, Wellington
T > 04 473 5069
F > 04 499 1990
E > k.bracken@finsia.com

Registration form and tax invoice

Please complete sections A to D

This registration form will be a tax invoice for GST when fully completed and when you make a payment. Please retain a copy for your records.

GST 96 458 150

ABN 96 066 027 389

How did you hear about this event? E-newsletter Email Website Employer Ad Other**A Registration details**

<input type="checkbox"/> Yes, I am a member	My Finsia member ID number is:	<input type="checkbox"/> No, I am not a member	
Mr/Mrs/Ms/Miss	First name:	Last name:	
Company:		Position:	
Address:	Suburb:	State:	Postcode:
T:	F:	E:	
Are you approving this registration for staff?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
I am booking for:	<input type="checkbox"/> Myself	<input type="checkbox"/> Myself and others	<input type="checkbox"/> Just others

B Multiple registrations

If you are booking for other people, can you please provide their details below (compulsory)

1. Name:	Position:	Company:
Member ID:	Address:	T:
E:	Dietary requirements: Yes/No	Details:
2. Name:	Position:	Company:
Member ID:	Address:	T:
E:	Dietary requirements: Yes/No	Details:
3. Name:	Position:	Company:
Member ID:	Address:	T:
E:	Dietary requirements: Yes/No	Details:
4. Name:	Position:	Company:
Member ID:	Address:	T:
E:	Dietary requirements: Yes/No	Details:
5. Name:	Position:	Company:
Member ID:	Address:	T:
E:	Dietary requirements: Yes/No	Details:

For more than five registrations, please supply the aforementioned details on a separate page.

C Payment – please calculate your payment

No. of members:	@ \$40.00pp (inc GST)	No. of non members:	@ cost \$65.00pp (inc GST)
Group bookings (three or more):	@ \$55.00pp (inc GST)		
Special offer code:	Special offer discount:	Total cost (less applicable discount): \$	
How would you like to pay for this?	<input type="checkbox"/> Cheque <input type="checkbox"/> Credit card	Credit card type:	<input type="checkbox"/> AMEX <input type="checkbox"/> VISA <input type="checkbox"/> Mastercard <input type="checkbox"/> Diners
Amount payable: \$	Card number:	Expiry date:	/
Cardholder's name:	Cardholder's signature:		

D Signature – please review and sign to complete your registration

I have read and understood Finsia's privacy policy and terms and conditions (below) and assume liability for payment of the above registration/s

Signature:	Name:	Position:
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 Please tick if you do not want to receive information about Finsia events and services.

Privacy: Finsia requires the information provided by you on this form to administer and manage your registration in this event. Additionally it will assist us in providing and improving Finsia's products and services and to advise you of events and services that may be of interest to you. If you do not provide all the relevant information, then the registration may not be processed. Please note that Finsia may provide your personal information on a strictly confidential basis to third party service providers and/or selected event partners/sponsors in order to conduct the event. You can access your personal information by contacting Finsia by email, phone, fax or letter. We recommend that you read Finsia's privacy policy published on our website (www.finsia.com). **Terms and Conditions:** 1. Finsia reserves the right to alter this program or presenter(s) without further notice, however the program is intended to run as advertised. Finsia reserves the right to cancel this activity due to insufficient numbers; registrants will be notified if this occurs and payment refunded in full. 2. Registrations for professional development activities must be accompanied by full payment. Registrants will be liable for payment in the event of non-attendance unless cancellation or request for transfer is made in accordance with clause 3. 3. Cancellations or transfers must be advised in writing and received by Finsia at least 48 hours prior to the event. Refunds will not be granted if a registrant fails to attend an event or cancels/transfers within 48 hours of the activity. Substitutions may be made at any time subject to the applicable registration rate where an additional payment may apply. 4. All prices are inclusive of GST. 5. Discounts will be subject to the information provided at the time of booking. The booking contact must provide names and full contact details of attendees at time of booking in order to qualify for a group booking discount.