

Ā mātou mahi

Ko ngā ratonga kei te whakawhiwhia e te ISO

- Hoatu wā ai te Tikanga **ISO** ki ngā kiritaki mō rātou ki te whakatau i ō rātou tautohe ki ngā kamupene rīanga/whakaputu moni, he Participants i roto i te Tikanga.
- Hoatu whakaaro ai he wehe kē me te tōkeke mō ngā tautohe.
- He kore utu ki ngā kiritaki.
- Kāore ngā kiritaki e herea ki ngā whakataunga a te **ISO**. Ki te kore tētahi kiritaki e pai ki te whakataunga a te **ISO**, ka taea tonu e ia te kawē ki te kooti, ki tētahi atu ratonga whakatau tautohe rānei.
- Ka herea ngā whakataunga a te **ISO** ki runga i ngā kamupene.

Ko te momo o ngā amuamu ka taea e te ISO te whakarite

Ko ngā amuamu e pā ana ki te rīanga whaiaro, me ngā hua o te whakaputu moni e whakawhiwhia ana i roto o Aotearoa e ngā kamupene e whai wāhi ana i roto i te Tikanga **ISO**, tae atu ki ēnei, arā:

- te rīanga whānui me te rīanga ahi
- te rīanga hauora
- te rīanga tangata
- ngā ratonga whakaputu moni

Ka taea e te **ISO** te whakarite he amuamu mō tētahi kamupene mehemea ka pā te amuamu...

- ✓ ki te whare, ki ngā mea o roto, ki te waka, ki te haerenga, ki te hauora, ki te tiaki i te moni whiwhi, ki te tiaki i te mōkete, ki te pāngia ki tētahi mate tino taumaha, ki te rīanga tangata me te penihana
- ✓ ki ngā kerēme kāore e neke atu i te 100,000, i te 750 taara rānei i te wiki mō tētahi takuhe hauātanga (me i kore rānei mā te whakaaetanga a te kamupene)
- ✓ ki te whakamāramatanga o te kaupapa rīanga

- ✓ ki ngā kerēme i whakatakotoria e te kaipupuri kaupapa rīanga, i whakatakotoria rānei e ia mō tētahi atu kaipupuri kaupapa rīanga
- ✓ ki te moni ka utua i raro i tētahi kerēme

Hēoi anō, kāore e taea e te **ISO** te whakarite he amuamu...

- ✗ mō ngā whakawhiwhinga paremata, utunga rānei
- ✗ mō te rīanga kaipakihi, arumoni rānei
- ✗ mō te kirimoko, mō ngā hapanga kore rīanga rānei
- ✗ mō ngā utu rīanga, ngā utu, ngā moni tūmā, ngā hua, te tautoko i ngā whakataunga
- ✗ mō ngā kaitohutohu me ngā kaitakawaenga pūtea
- ✗ mō ngā amuamu e noho ana, kua noho rānei hei pūtake mō ngā whakahaerenga i tētahi atu wānanga, hei tauira, he whakataunga kua oti kē te whakatakoto i roto kooti.

Ko wai ka āhei ki te whakamahi i te ratonga ISO?

Ko ngā kiritaki o ngā kamupene e whai wāhi ana. Ko ō rātou amuamu ka whakaritea e te **ISO** engari me puta ake te amuamu i te whakahaerenga o te **ISO**.

Ko te kiritaki e whakatakoto ana i te amuamu te kaipupuri kaupapa rīanga, te mea rānei e mau mai ana i te amuamu ki te **ISO** mō te kaipupuri kaupapa rīanga.

E kore ngā amuamu mai i ngā kirimoko kore rīanga e whakaaetia e te **ISO**.

Te whakatakoto i tētahi amuamu

Ki te hiahia koe ki te whakatakoto i tētahi amuamu ki te **ISO**, me āta titiro koe mehemea kua oti i a koe ia wāhanga e whai ake nei i mua i tō whakapā mai ki a mātou:

1. He Participant tō kamupene o te Tikanga ISO?

Ko ngā amuamu ka taea e te **ISO** te whakatau, ko ērā anake ki ngā kamupene he Participants o te Tikanga **ISO**. Kia kitea ai mehemea he Participant tētahi kamupene, me titiro ki te whārangi e mea ana **Participants** i runga i te pae tukutuku. Me waea mai rānei i runga i te nama waea 0800 888 202.

2 Tono atu ki te kamupene kia tirohia anō tana whakataunga

Mā te haere rā anō o te take mā roto i te huarahi whakahaere amuamu a te kamupene i te tuatahi e kaha ai te **ISO** ki te whakarite i ngā amuamu ki ngā kamupene. Ko tā mātou ki a koe, me whakapā atu ki te kamupene mā te tuhi atu.

3 Ki te noho kore whakatau tonu te take...

Ki te kore koe e pai ki te whakataunga a te kamupene ki tō amuamu, ka āhei pea mātou ki te āwhina. Haere ki te titiro i te wāhi i runga ake nei e mea ana, **Te momo o ngā amuamu ka taea e te ISO te whakarite.**

Mā te hoatu ate kamupene i te karere "*deadlock*" ki a koe i te tuatahi e kaha ai te **ISO** ki te whakarite i tō amuamu. Ka whakaatu koe i roto i tēnei karere, i pau katoa i a koe ngā kaha o te huarahi whakahaere amuamu ō-roto a te kamupene, ā, kua āhei ki te whakatakoto i tētahi amuamu ki te Tari nei.

4. Me whakapā mai ki a mātou

Ka whiwhiwi ana koe i te karere "*deadlock*" mai i te kamupene, tukua mai ki te tari a te **ISO i roto i te 2 marama** o te rā kei runga i te karere. Ki te kore koe e pēnei, kua kore tō amuamu e tūhuratia e te **ISO** me i kore rānei, ka whakaae mai te kamupene. Me tino tāpiritia mai hoki he karere e āta whakamārama ana i ngā take katoa i whakapono ai koe, kei te hē te whakataunga a te kamupene. Ka pai rawa atu hoki ki te **ISO** mehemea ka tuhi mai koe i tō karere ki roto i te reo Ingarihi. Kei te mōhio mātou, ka uaua pea tēnei engari ko ngā wāhi ka taea e mātou, ka tino kaha mātou ki te āwhina atu i a koe. Ka hiahia pea koe ki te tono atu ki tētahi o te whānau, ki tētahi hoa rānei ki te āwhina i a koe. He pai noa iho ki te **ISO** ki te haere atu ki te matapaki i tō amuamu me te kōrero ki tētahi e tū ana hei māngai mōu.

TE RĀRANGI TIROTIRO

Ka tuku amuamu mai ana ki te Tari nei, me āta titiro kua whakaurua mai e koe:

- Te karere "*deadlock*"
- Ngā kōrero katoa i whakapono ai koe kei te hē te whakataunga a te kamupene
- He pārongo tautoko i tua atu e hiahia ana koe kia whakaarotia e mātou

Nā, ka whiwhi ana ngā pārongo katoa i a koe, mērātia mai ki te:

Insurance & Savings Ombudsman
PO Box 10-845
WELLINGTON

Mehemea he pātai āu i tua atu, waea mai ki a mātou i runga i te nama waea 0800 888 202.