

# FAQ



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| <p><b>Q.</b><br/>The address I enter is not found in the list or validating?</p> <p><b>A.</b><br/>Please enter in the following format:<br/>Number followed by street name then a comma then a space then the suburb.<br/>e.g. 25 Smith Street, Dannevirke</p> | <p><i>Tips:</i></p> <ul style="list-style-type: none"><li>▪ Do not cut &amp; paste the address details. Key the address so that the search function locates the possible addresses.</li><li>▪ Avoid using abbreviations; enter Street, Road, or Place not St, Rd, or Pl.</li><li>▪ Avoid using descriptions, use actual numbers and names, e.g. Corner of McKenzie Drive and Market Place should be entered as 26 Market Place, Twizel</li><li>▪ If required use the second line of the Address to enter additional information such as Building / Unit / Level.</li></ul> |
| <p><b>Q.</b><br/>I know the street name but not the number?</p> <p><b>A.</b><br/>If you do not have the number perform a search via a directory service such as Yellow, or via Google</p>  |  |
| <p><b>Q.</b><br/>I have entered the address details and a list appears but the suburb I require is not showing?</p> <p><b>A.</b><br/>Keep typing the address as per the format above. The more you enter the more refined the search becomes.</p>              |  |
| <p><b>Q.</b><br/>I can no longer enter just suburbs to get a quote?</p> <p><b>A.</b><br/>To ensure accurate price estimates an accurate address is required.</p>   |  |
| <p><b>Q.</b><br/>I am still unable to enter a valid address?</p> <p><b>A.</b><br/>Please email the address you are having problems with to <a href="mailto:aucklandcs@fliway.com">aucklandcs@fliway.com</a><br/>We will investigate and advise.</p>            |  |