

Compliments or Complaints

Fair Advice NZ believes it is essential for our clients to be able to use mortgage advisers who are completely competent in the advice that is given. Fair Advice NZ has in place formal procedures to deal with compliments, complaints or disputes arising from that advice.

You can lodge compliments or complaints by telephoning, emailing, or writing to:

Director

Fair Advice NZ Limited
3, Springside Drive, Flatbush, Auckland

P:0800 20 20 11

E: complaint@fairadvice.co.nz

When Fair Advice NZ receives a complaint, we will attempt to resolve it promptly. We in the first instance attempt to resolve any concerns directly with the client, this sometimes is not possible, and, in these instances, the company will endeavor to act as an intermediary to look for solutions.

If we cannot reach an agreement on your complaint, you may refer your complaint to the advisers' External Dispute resolution Scheme as detailed in their Disclosure Statement.

Fair Advice NZ Limited is also a member of an external Disputes provider:

Financial Dispute Resolution

Freephone 0508 337 337 PO
Box 2272, Wellington 6140 e:
enquiries@fdrs.org.nz
w:www.fdrs.org.nz

The External Dispute Resolution Scheme is a statutory requirement for us to have and is a free service established to provide you with an independent mechanism to resolve specific complaints.

We value you raising your feedback with us and hope to use these as part of our continuous improvement and education plans.

Director

Fair Advice NZ Limited