

U) Complaints Process

How to make a complaint

We are committed to providing the highest-quality service to our Customers, that is why we want to know if you are not satisfied with our service or advice, to see if we can put it right for you.

Please let us know if you are not satisfied with anything we've done by writing to us at:

Name of Complaints Officer

John Grant

21 Robinson Road

Whitianga 3510

Email address complaints@cis.co.nz

If you make a complaint

We will:

- Let you know that we have received your complaint within five working days;
- Consider and investigate your complaint thoroughly;
- Keep a record of your complaint;
- Keep you up to date of the progress;
- Respond to your complaint within 30 working days.

If your complaint is unable to be resolved

If we are unable to resolve your complaint within 30 working days to your satisfaction, you may contact Financial Services Complaints Limited (FSCL).

This is a free, independent dispute resolution service, who may help investigate or resolve your complaint.

Name of Dispute Resolution Scheme

Financial Services Complaints Limited (FSCL)

Level 4, 101 Lambton Quay, Wellington 6011

Web Site <https://fscl.org.nz/>

DRS Membership Number 8094