



He raru rānei tōu ki tētahi ratonga pūtea?

E āhei ana i a mātou te āwhina.
He tika, he utukore,
he motuhake anō hoki
tā mātou ratonga.

FSCL

FINANCIAL SERVICES COMPLAINTS LTD

WHAKATAU TAUTOHETOHE MOTUHAKE



He aha tāu mahi?

Ki te kitea e mātou kua hē te mahi a tētahi ratonga whakarato pūtea (FSP), ka āhei i a mātou:

- › te tono atu ki te FSP kia tuku whakapāha ki a koe
- › te whakarite i te FSP ki te utu paremata ki a koe
- › te whakarite i te FSP kia mutu tāna mahi muru
- › te whakarite i te FSP kia mutu tāna haere ki te kōti
- › te whakarite i te FSP kia whakahoki moni i ngā utu



He aha ngā momo raru e āhei ana i a koe te whakatika?

He nui tonu ngā momo raru pūtea e āhei ana i a mātou te whakatika, pēnei i:

- › ngā raru nama
- › ngā mahi muru, ngā mahi whakatau nama
- › ngā utu huhunu
- › ngā kerēme inihua kua whakapekaina
- › te whakawhiti moni nō tāwāhi
- › ngā tohutohu mō te pūtea me te whakangao pūtea
- › ngā tahua penihana
- › ngā tahua KiwiSaver
- › ngā kāri nama me ngā kāri takahaere
- › te whakawhiti moni nō tāwāhi
- › te whakawhiti pūtea
- › ngā takawaenga mōkete
- › ngā takawaenga inihua



He ratonga motuhake mō te whakatau tautohetohe a Financial Services Complaints Ltd (FSCL) e whakamanatia ana e te Minita o ngā Take Kirihoko.

He ratonga waea whakamāori ā-waha tā mātou e utukore ana. Ki te pīrangī koe ki te kōrero mai ki a mātou i tētahi reo atu i te reo Ingarihi, tēnā, waea mai, ā, tona tētahi kaiwhakamāori ā-waha.

WHAKAPĀ MAI

- p** 0800 347 257
8.30am to 5.00pm - Mane - Paraire
- e** complaints@fscl.org.nz
- w** www.fscl.org.nz

Financial Services Complaints
PO Box 5967
Wellington 6140

TORO MAI KI Ā MĀTOU PAE PĀPĀHO PĀPORI

