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# Complaint Registered

## Complaints and disputes

If you are not satisfied with our service or financial advice, please tell us as soon as possible so that we can try and resolve this for you to the best of our ability. It is our intention to provide the best possible service we can for our clients and we will do our best to try and resolve the complaint as quickly and effectively as possible.

You can make a complaint by calling on 09 551 4031 or emailing us at [complaints@lifeadvice.co.nz](mailto:complaints@lifeadvice.co.nz).

When we receive a complaint, we will consider it following our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we can't contact, you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.
- If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Financial Disputes Resolution Service. This service provides a free, independent disputes resolution service that may help investigate or resolve your complaint if we haven't been able to resolve your complaint to your satisfaction. Details are shown below.

Financial Disputes Resolution Service  
Address: Level 4, 142 Lambton Quay Wellington 6011  
Phone: 0508 337 337  
Email: [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)

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