

## Making a Complaint.

At Business Finance and Insurance services we strive to achieve the levels of service that you the customer wants and expects.

If for any reason we do not meet your standards or expectations, please bring it to our attention. In the first instance make the broker aware of your concern, by phone or email. Tell us what is wrong and what we need to do to make it right.

We will undertake to resolve your problem in 48 hours.

If you are not satisfied you can make a formal complaint direct to our customer complaints resolution services, this service will cost you nothing.

This is **Financial Disputes Resolution Service Ltd.**

Their contact details are Financial Disputes Resolution Service, PO Box 2272, Wellington 6011.

Email: [www.fdrs.org.nz](http://www.fdrs.org.nz).

My financial dispute resolution membership ID is **FM4598**.