



## COMPLAINTS AND DISPUTES

Our Internal complaints process:

If you have a problem, concern, or complaint about any part of our advice or service, please tell us so that we can try to fix the problem.

Our internal Complaints Manager is Rod Schubert who can be reached via email at [rod@rsfa.co.nz](mailto:rod@rsfa.co.nz) or 022 573 3326. Rod will reply to you within 5 business days.

Our internal complaints handling process is as follows:

1. To lodge a complaint, existing clients can select the “Complaint” button in their profile or at the bottom of the portal web page. If you’re not an existing client, please email your complaint to our internal Complaints’ Manager and company director Rod Schubert: [rod@rsfa.co.nz](mailto:rod@rsfa.co.nz)

2. We will reply to you within 5 business days.

3. We will endeavour to resolve your complaint within 10 working days.

Our external complaints process:

If we cannot agree on how to resolve/ fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme – Financial Services Complaints (FSCL). This service will cost you nothing and will help us resolve any complaints.

You can contact Financial Services Complaints as follows:

Address: FSCL, PO Box 5967, Wellington 6145

Phone number: [0800347257](tel:0800347257)

Email address: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)