



## Dispute Resolution

We aim to provide efficient, friendly financial solutions that help our clients solve the problems they were facing. Our goal is to ensure our clients are happy and involved as needed throughout the entire loan process from application to final pay out.

### If you have concern or complaint:

Occasionally things may not go according to plan and if this happens, we want and need to know about it so we can resolve the issue in a timely manner.

Please share your concern or complaint with us, and ideally how you would like it to be resolved. We will investigate and respond within 5 working days, but usually much sooner.

1. For minor issues, in the first instance please contact us via email on [Admin@kingbird.co.nz](mailto:Admin@kingbird.co.nz) or call us on (09) 222-2662 or:
2. Via mail to PO Box 33-1263, Takapuna, Auckland 0740: Attention "**Disputes**".

### If you are not satisfied with the response

Kingbird Limited is a member of an approved external Disputes Resolution Scheme ("DRS") pursuant to the Financial Service Providers (Registration and Dispute Resolution) Act. Our registered Disputes Resolution Scheme is Financial Services Complaints Limited ("FSCL").

You can contact FSCL directly using the details below.

- Freephone 0800 347 257
- Phone 04 472 3725
- Email [info@fscl.org.nz](mailto:info@fscl.org.nz)
- Website: [www.FSCL.org.nz](http://www.FSCL.org.nz)
- Our FSCL number is 8615

Kingbird Limited's FSP Registration number is: FSP1000364