



## **Making a complaint**

If you are not satisfied with the service, you have received from us you should contact us. We have an internal complaints process and undertake to investigate your concerns promptly and fairly. You may contact us to make a complaint by telephone, by email or in writing.

**Phone:** 09 282 4023

**Email:** [compliance@alliedfinancial.nz](mailto:compliance@alliedfinancial.nz)

**Write to:** PO Box 305 416, Triton Plaza, Auckland 0757

We are a member of an independent dispute resolution scheme operated by [Financial Dispute Resolution Service \(FDRS\)](#). We have 40 days to respond to your complaint. If you are not satisfied by our response, you may refer the matter to FDRS by emailing [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz) or calling FDRS on **0508 337 337**.

Full details of how to access the FDRS scheme can be obtained on their website [www.fdrs.org.nz](http://www.fdrs.org.nz). There is no cost for you to use the services of FDRS.