



DISPUTES & COMPLAINTS PROCESS

If you are not satisfied with our financial advice service you can make a complaint by emailing

emma@rivalwealth.co.nz

or

call Emma on 06 370 4441

You can also write to us at RIVAL Wealth

2 Michael Street

PO Box 59

Masterton 5810

When we receive a complaint, we will use 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, we will 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 cannot agree on how to fix the issue, you can contact;

The Insurance & Financial Services Ombudsman Scheme (IFSO Scheme). This service will cost you nothing, and will help us resolve any disagreements.

You can contact the IFSO Scheme at Address: PO Box 10-845 Wellington
Telephone number: 0800 888 202 or email: info@iombudsman.org.nz