

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 review process as a first step:

- 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.
- We aim to find a solution to complaints within 10 working days of receiving them. If more time is needed, we will contact you.
- We will let you know by phone or email how we propose to resolve the matter.

If we cannot reach an agreement, you can contact;

The Insurance & Financial Services Ombudsman Scheme (IFSO Scheme). This service will cost you nothing.

Postal address: PO Box 10-845 Wellington

Phone: 0800 888 202

Email: [info@ifso.nz](mailto:info@ifso.nz)