

# Future Agency Co NZ Ltd Complaints Policy

Future Agency Co NZ Ltd is committed to providing its customers with excellent service, quality advice and products.

## Step One

If you are unhappy with the service, advice or product provided by Future Agency Co NZ Ltd, please contact us in the first instance to lodge a complaint with us.

They will acknowledge your complaint as soon as practical and try to resolve the matter directly with you.

## Step Two

If we can't agree how to resolve the complaint, we will refer it to NZFSG's Compliance Manager for an independent review in accordance with NZFSG's Internal Complaint and Dispute Resolution procedures.

If you're unable to make contact with us or wish to speak to someone else, please contact:

NZFSG

[info@nzfsg.co.nz](mailto:info@nzfsg.co.nz)

0508 87 87 88

## Step Three

Internal Complaint and Dispute Resolution procedure:

- a) NZFSG's Compliance Manager will acknowledge receipt of your complaint within seven (7) working days;
- b) Your complaint will be thoroughly examined. All complaints are taken very seriously and NZFSG will make certain that all issues are considered carefully;
- c) The Compliance Manager will identify actions to try and fix the complaint and strive to respond and resolve your complaint within twenty (20) working days from the date they received notice of your complaint.
- d) If your complaint is more complex than first thought it may take longer than twenty (20) working days to resolve. NZFSG's Compliance Manager will let you know the expected time it will take to resolve your complaint and will provide you with regular updates.

## Step Four

If your complaint remains unresolved, or you're not happy with the outcome you can refer the matter to Financial Services Complaints Ltd (FSCL) – A Financial Ombudsman Service.

You may refer your complaint to Financial Services Complaints Ltd (FSCL) – A Financial Ombudsman Service. FSCL is our independent external ombudsman and dispute resolution service that has been approved by the Minister of Consumer Affairs under the Financial Service Providers (Registration and Dispute Resolution) Act 2008. FSCL's service is free of charge to you.



---

Financial Services Complaints Ltd (FSCL) – A Financial Ombudsman Service.

---

Post	PO Box 5967 Wellington 6140
Email	<a href="mailto:info@fscl.org.nz">info@fscl.org.nz</a> or <a href="mailto:complaints@fscl.org.nz">complaints@fscl.org.nz</a>
Phone	0800 347 257
Website	<a href="http://www.fscl.org.nz">www.fscl.org.nz</a>

---

You can download a Complaint Form from  
<https://www.fscl.org.nz/complaints/complaint-form>