



THE NEW ZEALAND MORTGAGE COMPANY

What should you do if something goes wrong ?

Our Internal Complaints Process

If you have a problem, concern, or complaint about any part of my service, please tell me so that I can try to fix the problem. If you do not want to contact me directly, please contact our internal complaints manager with the details of your complaint.

We will investigate your complaint and make every effort to resolve it as soon as possible.

Our Internal Complaints Manager is Lucy Corbett and you may contact our internal disputes service by:

Telephone: 021 810 547

Email: info@nzmortgages.nz

In writing: 4 Bounty Street, Bryndwr, Christchurch, 8053

Lucy will reply to you within 24 hours to acknowledge your complaint.

Our External Complaints Process

If we cannot resolve your complaint, or you are not satisfied with the way we propose to do so, you can contact the 'Financial Service Complaints Limited' who provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we have not been able to resolve your complaint to your satisfaction.

You can contact Financial Services Complaints Limited

Address: P.O Box 5967, Wellington 6145

Telephone number: +64 (0) 800 347 257 or +64 (0) 4 472 3725

Email Address: info@fscl.org.nz

Thank you for your business !

Yours sincerely,

Jonathan Corbett
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