



Financial Services Complaints Ltd (FSCL) is an independent dispute resolution service approved by the Minister of Consumer Affairs.

CONTACT US

p 0800 347 257
8.30am to 5.00pm - Monday to Friday
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w www.fscl.org.nz

Financial Services Complaints
PO Box 5967
Wellington 6140

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HAVE A PROBLEM WITH A FINANCIAL SERVICE?

We can help. Our service is fair,
free and independent.

FSCL
FINANCIAL SERVICES COMPLAINTS LTD

INDEPENDENT DISPUTE RESOLUTION



WHAT SORTS OF PROBLEMS CAN YOU DEAL WITH?

We deal with all types of financial problems including:

- › loan problems
- › repossession or other debt recovery action
- › unfair fees and charges
- › a declined insurance claim
- › foreign exchange
- › financial advice and investments
- › superannuation funds
- › KiwiSaver funds
- › credit and travel cards
- › fund transfers
- › mortgage brokers
- › insurance brokers



WHAT CAN YOU DO?

If we find a financial service provider (FSP) has done something wrong, we can:

- › ask the FSP to apologise to you
- › require the FSP to pay you compensation
- › require the FSP to stop repossession action
- › require the FSP to stop court action
- › require the FSP to refund fees and charges