

VIDEO TRANSCRIPT

## WHO ARE WE AND WHAT DO WE DO?

Sometimes not everything goes to plan between financial service providers and their customers. When there is a problem, customers might need our help.

Financial Services Complaints Ltd is a free financial ombudsman service. We can help with complaints about lenders, insurance companies, credit unions, mortgage brokers, insurance advisers and international money transfer services. You can make a complaint by calling our free phone number, sending an email, filling in a form on our website or writing a letter. We are happy to talk to financial mentors about complaints, but members of the public can contact us directly.

Our process is simple. If the provider has not yet had the opportunity to resolve the complaint directly with the consumer, we can email the complaint directly through to the providers internal complaints process. If you have already complained to the provider, please tell us. If you have contacted a provider but the problem is still unresolved, or if the time for resolving a complaint is up, we will start out investigation. We will ask you to sign a permission to release information form, giving your authority to manage the complaint and for the financial service provider to release information. We will ask the provider to respond to the complaint and give us all the information they have. Once we have reviewed this information, we will try and resolve the complaint. If an agreed resolution is not possible, we will decide how the complaint should be resolved.

We can require the provider to compensate the consumer for money they have lost and stress and inconvenience they have experienced. While we are looking at a complaint, a provider cannot take recovery action. The provider must accept the decision of our financial ombudsman Susan Taylor. If you do not accept our decision, you are free to take the complaint to the dispute tribunal or court.

We provide independent, fair, and free dispute resolution and we are here to help so please call our ombudsman service, financial services complaints on 0800 347 257.

Ka kite anō