



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

CONTACT US

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

Financial Services Complaints
PO Box 5967
Wellington 6140

FIND US ON SOCIAL MEDIA





HAVE A PROBLEM WITH A FINANCIAL SERVICE?

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

FSCL

FINANCIAL SERVICES
COMPLAINTS LTD

RATONGA PŪTEA
PUNA MANAAKI

A FINANCIAL OMBUDSMAN SERVICE



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