

FINANCIAL SERVICES COMPLAINTS LIMITED

COMPLAINTS FORM

Please print this form, complete it, and send it to us with any other relevant information about your complaint. Please call us on 0800 347 257 if you have any questions about your complaint or how to complete the form.

You can scan and email the form to complaints@fscl.org.nz, or post it to:

PO Box 5967

WELLINGTON 6145

ABOUT YOU

First name	Ms/ Mrs / Mr /Dr /none
Last name	
Address	
Email address	
Contact number	

ABOUT YOUR COMPLAINT

What is the name of the financial service provider you are complaining about?

What happened? Please provide the key details about your complaint

How would you like your complaint to be resolved?

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Who have you spoken to about your complaint?

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What was their response?

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Can we contact you about your complaint? Yes / No

THIRD-PARTY HELPING YOU

Do you have someone helping you with your complaint? Yes / No

If yes, and you want us to contact them about your complaint, please fill out their details

First name	Ms/ Mrs / Mr /Dr /none
Last name	
Address	
Email address	
Contact number	

Please sign this statement if you agree:

I agree that any information about this complaint can be communicated to my representative named above.

Your name:	Your signature:	Date:

INFORMATION TO HELP US HELP OTHERS

Your answers will not affect how we investigate your complaint, will be stored securely, and will only be used for statistical purposes.

How did you hear about us? Please circle

- From the person or business your complaint is about
- Internet search
- Financial mentor/budgeter
- Word of mouth
- Another dispute resolution scheme
- Other

How old are you? Please circle

- Under 20
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- Over 70
- Prefer not to say

How would you describe your ethnicity? Please circle

- Asian (including Indian)
- Maori
- NZ European/Pakeha
- Pacific people
- Other
- Prefer not to say

How would you describe your circumstance? please circle

- Employed (salary or wages)
- Self-employed
- Retired
- Student
- Looking for Work
- Not looking for work
- Prefer not to say