

## **MONEY FOR YOU MORTGAGES LIMITED COMPLAINTS PROCESS GUIDE**

### **Complaints**

Money For you are legally required to provide a Complaints Process. If you have a complaint about our service you need to tell us about it. You can contact our internal complaints service by phoning us on 03-351 3136 or emailing us at [james@moneyforyou.co.nz](mailto:james@moneyforyou.co.nz) with the heading Complaint - (Your Name), or writing to us at: Money For You Mortgages, 14 Bealey Avenue, Merivale, Christchurch.

Please set out the nature of your complaint, and the resolution you are seeking. I will acknowledge receipt of this within 24 hours. A record your complaint will be filed in our Complaints Register and notification will be provided to our Licence Holder. We may want to meet with you to better understand your issues.

I will then investigate your complaint and provide a response to you within 7 working days of receiving your complaint. If I need more time to investigate your complaint, I'll let you know.

If agreement on a resolution cannot be reached, you can refer your complaint to our external dispute resolution service. This service is independent and will cost you nothing and will assist us to resolve things with you.

Details of this service are:

Financial Services Complaints Limited

Phone: 0800 347 257

Email: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

### **Our Duties**

Anyone within our business giving advice is bound by and supports the duties set out in the Financial Markets Conduct Act 2013. These duties are:

- Meet the standards of competence, knowledge, and skill and the standards of ethical behaviour, conduct, and client care set out in the Code of Professional Conduct for Financial Advice Providers.
- Give priority to your interests.
- Exercise care, diligence, and skill.