

General Enquiries

If you have any enquiries on existing contracts such as payout requests and change of address, please call our Customer Service department by either phone on 0800 399 299 or by email at enquiries@brandedfinancial.com.

Our Complaints Handling and Dispute Resolution Process

If you have a complaint about any aspects of our products and services, please contact us first on **0800 399 299** or by emailing complaints@brandedfinancial.com so that we can resolve your concerns.

Once we are aware of your concern our staff will take the appropriate steps to address your concerns immediately.

If the staff member is not able to resolve this with you, the matter will be escalated to a Dispute Resolutions Officer (DRO). You may request this escalation at any time by calling or writing to us. The DRO will investigate the issue and take all reasonable steps to resolve the matter with you within 45 days of receiving the complaint. We will inform you in writing if we are unable to resolve your complaint in 45 days.

External Dispute Resolution Scheme

If you feel we have not fairly resolved your complaint you can refer the matter to a free external dispute resolution Scheme. **Branded Financial Services** is a member of the Financial Services Complaints Limited (FSCL). FSCL independently and impartially resolves disputes between consumers and participating financial services providers.

The contact details for the Financial Ombudsman Service are:

Financial Services Complaints Limited
Level 4, Sybase House
101 Lambton Quay
Wellington 6011
Phone: 0800 347 257
Web site: www.fscl.org.nz