



## Dispute Resolution Information Sheet

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### What to do if you have a Dispute or Complaint

We are committed to providing our customers with the best possible service. In the event that you are unhappy regarding our service, or if you believe we have not met our obligations, please inform us so we can work towards a resolution. We will endeavour to deal with your complaint promptly, thoroughly and fairly, and keep you informed of the progress of your complaint.

### How to make a Complaint

If you are unhappy with our services, and would like to discuss your concerns informally before deciding whether to make a complaint, please contact our office. Our team may be able to resolve the complaint for you.

If you decide to make a complaint, we request you follow these steps:

1. Please contact our Complaints Officer, either verbally or in writing using any of the following methods –
  - By phoning us on 0800 005 560
  - By emailing us at [mailbox@artevea.co.nz](mailto:mailbox@artevea.co.nz) or
  - By writing to us c/- PwC, Level 27, 15 Customs Street West, Auckland, 1010.
2. Please provide your full contact details so we may respond to you quickly.
3. Please give us as much detail as possible about the nature of your complaint and provide any documentation in relation to your complaint, so that we may address it as quickly as possible.
4. Let us know if you have any special requirements, or might need any additional assistance, to lodge your complaint.

### The complaints process

We will confirm receipt of your complaint within 48 hours, and then endeavour to resolve your complaint as soon as possible, and in any case within 30 days of the complaint being made. If you ask, we will also keep you informed about the progress of our investigations.

If your complaint is complex, we will inform you of any delays, and the expected resolution date.

If your complaint cannot be resolved, we will provide a detailed explanation to you in writing advising of the reasons for our decision.

Our Internal Dispute Resolution procedures are free of charge.

### Still not satisfied?

If we have not resolved your issue to your satisfaction, you have access to a free, independent dispute resolution service, and that service may help to investigate or resolve the issue (if it is not resolved to your satisfaction using our internal dispute resolution process). Our external Dispute Resolution Scheme is Financial Services Complaints Limited. Their contact details are set out below. You may also refer the issue to them at any time, but if our internal processes are still in progress, they may request that our internal processes be completed first.

### Financial Services Complaints Limited

Financial Services Complaints Limited provides free advice and assistance to consumers to help consumers to resolve complaints relating to financial services providers. To contact them –

call 0800 347 257

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

visit their website at [www.fscl.org.nz](http://www.fscl.org.nz) or

write to Financial Services Complaints Limited, PO Box 5967, Wellington 6140.