

# Make a complaint

Although we always try to do our best by our clients and prospects, we may not always get things right the first time.

Please take the time to answer the following questions so we can make things right as soon as possible. Your complaint will go through our internal complaint handling process.

We will keep you informed through all stages of the process. Your complaint will also be kept confidential and confined only to the involved parties, except with your consent.

## Step 1

If you are dissatisfied with any part of our service, or your products, please contact us through phone, email, post or our online complaints form. We will ensure your complaint is at the top of our priority list.

**Phone:** [0800 365 188](tel:0800365188)

**Email:** [info@ginkgo.co.nz](mailto:info@ginkgo.co.nz)

**In writing - Complaints officer:** Joyce Jiao

PO Box 259289, Botany, Auckland, 2163.

**Completing the online complaints form (bottom of this page)**

## Step 2

We will try to resolve this complaint with you within 10 working days. This may mean we will contact you via phone or email to request further information about your complaint, or to arrange a meeting. We will do our very best to solve the complaint with you internally. We will let you know how we intend to resolve it.

## Step 3

We will contact you via phone or email to let you know whether we can resolve your complaint, and how we propose to do so.

## **Step 4**

If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact our external dispute resolutions scheme- Financial Disputes Resolution Service.

## Financial Dispute Resolutions Scheme

**Address:** Freepost 231075 PO Box 2272, Wellington, 6140

**Phone:** 0508 337 337

**Email:** [Enquiries@FDRS.org.nz](mailto:Enquiries@FDRS.org.nz)

**Website:** [www.fdrs.org.nz/complaints](http://www.fdrs.org.nz/complaints)