

Complaints

If you are not satisfied with the financial advice service received by your Adviser, you can make a complaint by sending an email to complaint@townandcountry.nz

If we receive a complaint, we are obliged to follow the Wealthpoint complaints process; this includes:

- Letting you know how we intend to resolve the complaint. We may contact you to obtain further information about your complaint.
- Aiming to resolve complaints within 10 working days of receiving them. If that is not possible, we will contact you within that time to let you know they need more time to consider your complaint.
- Contacting you by phone or email to let you know whether we can resolve your complaint and how they propose to do so.

If your complaint cannot be resolved, or you aren't satisfied with the way proposed to do so, you can contact IFSO.

IFSO provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if your complaint has not been resolved to your satisfaction. You can contact IFSO by emailing info@ifso.nz or by calling 0800 888 202 you can also write to them at Insurance & Financial Services, Ombudsman Scheme, PO Box 10-845, Wellington 6143, NEW ZEALAND