



## Issues Resolution

If you are not satisfied with how we manage your relationship or application.

Raise your issue or complaint with us, and ideally how you would like it to be resolved. We will investigate and respond within 5 working days, in writing acknowledging your complaint. In some instances further information may be sought, however we will update the process to date and outline next steps being taken.

In the first instance please call us at **0800 55 3000** or [info@goldbandfinance.co.nz](mailto:info@goldbandfinance.co.nz).

**Post:** Attn: Client Issues, Gold Band Finance, PO Box713, CHRISTCHURCH 8140.

### Sometimes we just can't agree.....

#### If the matter is not resolved to your satisfaction:

- We are a member of The Insurance and Financial Ombudsman Scheme Inc. ("ISO Scheme")
- The ISO Scheme is an approved external disputes resolution scheme pursuant to the Financial Service Providers (Registration and Dispute Resolution) Act 2008
- You can contact ISO scheme directly using the details below

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

**Phone:** 0800 888 202

**Email:** [info@iombudsman.org.nz](mailto:info@iombudsman.org.nz)

- Our Financial Service Provider (FSP) participant number is FSP32185.