



At Moneykart Limited we see complaints and feedback as a means to understand your requirements better and to improve our service delivery to you.

Understanding you better

We take our obligations to you seriously. We are always open to receiving complaints and feedback from our clients and we appreciate the time taken to notify us of your concerns. Some complaints may require no action but every complaint is important and we review all our complaints regularly to establish where there are opportunities to make your experience with us much better in future. We think most issues can be resolved by talking to each other. In the first instance you should contact us. If the complaint is not resolved you can direct any complaints to the product supplier company involved, as each of them has an internal complaints handling process.

Alternately you can contact FDRS at:

Address: 142 Lambton Quay Wellington, City, Wellington 6011

Telephone: Call Free 0508 337 337

Email address: enquiries@fdrs.org.nz. FDRS is an approved third party Disputes resolution Scheme.

Improving our service

When action is required, the following will help you understand the steps that will be followed when a complaint is made. Moneykart Limited will record your complaint

- If you make a complaint by email or telephone, we will request information from you.
- You may be asked to complete a complaints form. This will ensure you are given the opportunity to fully explain your complaint. It also means we have the information required to review and investigate your complaint.
- All complaints will be recorded.

We will acknowledge your complaint.

We know that making a complaint and possibly expense. You are looking for a resolution and we will keep you informed of the progress. We will respond to your complaint within three working days. In case we are unable to resolve the issue within three working days we will acknowledge that your complaint has been received and is being reviewed.

Moneykart Limited will investigate and review your complaint. While we do this we will:

- Be fair
- Strive to understand both sides of the story
- Keep a record of all meetings, conversations and findings
- Forward the complaint to the appropriate provider and appropriate level of authority for resolution
- Keep you informed of progress if your complaint cannot be resolved within 20 working days of acknowledgement of your complaint
- Ensure resolutions are consistent with company policy and company values

Third party Involvement

If complaints cannot be resolved satisfactorily, we will refer you to FSCL and approved third party Disputes resolution scheme.

Who We Are

Moneykart Limited is a wholly New Zealand Owned Company delivering Mortgage and Insurance services and advice.

Complaint/Feedback Form

1. **First Name**..... **Surname**.....

Address

Phone : Home..... Work..... Mobile.....

Email:.....

2. Your Complaint or feedback

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3. What would you like us to do

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Please add an extra sheet of paper if required

4. Declaration

Signature.....

Date.....

5. Attachments

Supporting documents are attached YES / NO

Please hand this in at our office or post it to the address below. You can also scan and email this page after filling signing and dating it to info@moneykart.co.nz. Please be assured your complaint/feedback will be treated confidentially.