

FINANCIAL SYNERGY COMPLAINTS PROCESS

Exceptional customer service is our priority, so if you have any concerns or problems, let us know and we will do our best to resolve it right away.

Contact details for all complaints in the first instance are:

David Hair
Managing Director
Financial Synergy Limited
Phone: 09 366 0745 Monday - Friday 8.30 am - 5pm NZ time (excluding National Public Holidays)
Email: dhair@financialsynergy.co.nz

We have a process to ensure all formal complaints are handled in a manner consistent with our regulatory requirements and we acknowledge the importance of keeping your details confidential and secure. Our privacy policy may be accessed at: www.financialsynergy.co.nz.

If you are unable to resolve your dispute satisfactorily you may contact the Financial Dispute Resolution Service of which Financial Synergy is a member. They can be contacted on: 0508 337 337. FDRS provide a free, independent and fair service. Usually you will need to give us a chance to resolve your query first.

If at any stage you are unsure of your options you can contact the Insurance & Savings Ombudsman.

Insurance and Savings Ombudsman
PO Box 10-845
Wellington, 6143
NEW ZEALAND
Telephone: 0800 888 202
Email: info@iombudsman.org.nz
Website: www.iombudsman.org.nz