

Complaint Disclosure

We are always looking for ways to improve our service to you. If something has gone wrong, we want to know.

Please contact Mike Hayes of Hayes Investment & Insurance Solutions on send and tell us what has happened and how we can resolve matters. If you have any documents or correspondence that will help us understand your complaint, please attach them to the email. Contact options are:

- Mobile: 027 371 7472
- Or email: mike@hayessolutions.co.nz

When we receive your complaint, we will:

- acknowledge your complaint within 1-2 days
- escalate through the formal complaints process and send you a copy of our Complaints Disclosure document
- gather and evaluate information about your complaint
- respond to you within 20 working days

If we cannot agree on how to resolve the complaint, we will send you a letter of deadlock. You may then contact our Dispute Resolution Scheme, This service is independent and free for clients and is an external dispute resolution scheme approved by the Minister of Consumer Affairs.

Our Dispute Resolution Scheme is: Financial Services Complaints Ltd (FSCL) . FSCL provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction. You can contact FSCL:

- by emailing on complaints@fscl.org.nz
- or by calling 0800 347 257
- You can also write to them at: PO Box 5967, Wellington 6140