

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

Please send an email to gavin@mortgageplanners.co.nz 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.

When we receive your complaint, we will:

- • acknowledge your complaint within 1-2 working days
- • gather and evaluate information about your complaint
- • respond to you within 20 working days.

If we cannot agree on how to resolve the complaint, you can contact Financial Services Complaints Limited (FSCL). FSCL are an independent, not-for-profit, external dispute resolution scheme approved by the Minister of Consumer Affairs.

FSCL's service does not cost you anything and they will help resolve the complaint.

You can contact FSCL:

- • by calling 0800 347 257
- • by emailing complaints@fscl.org.nz
- • through FSCL's website: www.fscl.org.nz
- • writing to: FSCL

PO Box 5967
WELLINGTON 6011

Financial Advice Provider

MORTGAGE PLANNERS LIMITED (FSP726391) (NZBN: 9429037948269)

Engagement Date

19-May-2021

Dispute Resolution Scheme

Financial Services Complaints Limited

Level 4, Sybase House, 101 Lambton Quay, Wellington 6011

<http://www.fscl.org.nz>

DRS Membership Number

FSP726391

DRS Effective Date

19-May-2021

FSP Number

FSP20923

Name

Gavin Milan LENDICH

Gender

Male

Date of Birth

13-Feb-1963

Other Name(s)

No

Trading As

Mortgage Planners Ltd

FSP Registration Date

18-Nov-2010

FSP Status

Registered