

## **BC Partners Complaint process**

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 [info@bcpartners.co.nz](mailto:info@bcpartners.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 your email.

When we receive your complaint, we will:

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

If we cannot resolve your complaint to your satisfaction, you can contact Financial Services Complaints Limited – A Financial Ombudsman Service (FSCL). They are an independent, not-for-profit, external dispute resolution service approved by the Minister of Consumer Affairs.

FSCL's role is to investigate and fairly resolve complaints. Their service is free (it does not cost you anything).

FSCL's contact details are:

[fscl.org.nz](http://fscl.org.nz)

0800 347 257

[complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

FSCL, PO Box 5967, Wellington 6140.