

At NZ Vehicle Finance, we want to offer a high level of service, as customer satisfaction is most important. If you feel that we have provided this high level of service to you and you would like to offer a compliment, please email us loans@nzvf.co.nz

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

Please send an email to loans@nzvf.co.nz and tell us what 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 the 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 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:

- Call 0800 347 257
- Email complaints@fscl.org.nz
- Through their website www.fscl.org.nz
- In writing to: FSCL

PO Box 597
Wellington 6011

