Compliments and Complaints

At Maddison Financial Services we are committed to providing you with excellent customer service and quality products. If you believe that we have not delivered in a particular area we would like to hear your comments.

If you are not fully satisfied with the services provided by Maddison Financial Services, please contact us directly so that we may deal with your complaint through our internal complaints process. You can contact us using the following methods:

| **CONTACT METHOD** | **DESCRIPTION** |
| --- | --- |
| **Online** | Complete a feedback form on the Contact Page. |
| **Phone** | Call 021 469 648 |
| **Email** | Email [grant@maddisonfs.co.nz](mailto:grant@maddisonfs.co.nz) |
| **Mail** | Print a Feedback Form and mail it to the following address:  Maddison Financial Services Limited  Complaints Officer 117 Frankton Road Queenstown 9300 |

When we receive a complaint, we will handle your complaint in an open and transparent manner and will endeavour to resolve your complaint fairly and within 10 days. If we have not resolved your complaint within 10 days we will provide you with a written update as to the reason for the delay, what action is underway to resolve your complaint and advise you of the anticipated timeframe for a response.

In handling your complaint, there are a number of remedies available to us, including but not limited to;

* An apology or explanation;
* Liaison with insurers and/or premium funders to find a mutually agreeable outcome to your complaint;
* Claims advocacy including support to address your complaint via the Insurer’s internal dispute resolution process.

If you are unable to resolve your complaint with Maddison Financial Services, you may refer it to the Financial Dispute Resolution Service (**FDRS**), of which Maddison Financial Services is a member. FDRS is an approved independent dispute resolution scheme which handles complaints against financial service providers. FDRS is free to consumers. Further information about FDRS is available from Maddison Financial Services and/or from [**www.fdrs.org.nz**](http://www.fdrs.org.nz). You may contact FSCL directly at 0800 337 337 or enquiries@fdrs.org.nz.