

What if I want to make a complaint?

If you have a complaint, we would like to know. We will do our best to put it right for you and to learn from what you tell us.

You can contact us in the following ways:

Phone: 07 8343296

E-mail: complaints@metrofinance.co.nz

Post: Metro Finance Limited, P O Box 162, HAMILTON 3240

If we cannot resolve your issue immediately, here is how we will deal with it.

- 1.If you have made your complaint verbally, or via our web site, we will acknowledge your complaint immediately. If you have made your complaint in writing we will acknowledge it within 5 working days of receiving it.
- 2.We aim to have your complaint resolved within 5 days and will e-mail or write to you outlining the resolution. If we are unable to resolve your complaint within 5 working days we aim to resolve it within 20 working days.
- 3.In the event that we cannot resolve your complaint within 20 working days, we will write to you advising you why we require more time to resolve your complaint.

If you are unhappy with the outcome of your complaint, or if it has not been resolved within 40 working days, you can contact Insurance & Financial Services Ombudsman Scheme. IFSO is an independent approved disputes resolution scheme to which we belong. It will not cost you anything to refer your complaint to IFSO and you can contact them in the following ways:



Insurance & Financial Services Ombudsman Scheme

Freephone: 0800 888 202

Telephone: 04 499 7612

Fax: 04 499 7614

Office hours: 8.30am to 5.00pm Monday to Friday.

Email: info@ifso.nz

Postal Address:

Insurance & Financial Services
Ombudsman Scheme
PO Box 10-845
Wellington 6143
NEW ZEALAND

Physical Address:

Insurance & Financial Services
Ombudsman Scheme
Level 2, Solnet House
70 The Terrace
Wellington 6143