Our Internal complaints process

If you have a problem, concern, or complaint about any part of our advice or service, please tell me so that we can try to fix the problem.

Our internal complaints manager is ***Sabimon Alex***

Reach us via email at ***sabi@stephanos.co.nz*** or ***020410352C3***. ***I*** will reply to you within 24 hours.

Our internal complaints handling process is as follows:

1. Acknowledge your complaint within 2 working days
2. Aim to resolve the complaint within 20 working days
3. If this cannot be resolved in 20 working days refer you to our Disputes Resolution Service

Our external complaints process

Financial Services Complaints Ltd

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme: ***Financial Services Complaints Ltd***. This service will cost you nothing and will help us resolve any complaints.

You can contact ***Financial Services Complaints Ltd*** at:

Address: PO Box 5967, Wellington 6140

Phone number: *0800 347 257*

Email address: complaints@fscl.org.nz