

LEGAL & REGULATORY

Our Complaints Process

How we handle concerns, and how to escalate if we can't resolve them together.

Protego Partners always seeks to provide you with the highest level of service. If for any reason we do not meet your expectations, please contact us.

We aim to resolve all disputes as soon as they are brought to our attention, as quickly and fairly as possible. If we are unable to do so, we will set out for you the steps we will take to find a solution and the timeframe in which you can expect the matter to be resolved.

You may contact us to make a complaint by email, in person or in writing:

EMAIL

Protego Partners Ltd — email@protego.nz

POST

PO Box 37280, Parnell, Auckland 1151

Independent dispute resolution

We are also a member of an external, independent dispute resolution scheme operated by Financial Services Complaints Limited – A Financial Ombudsman Service (**FSCL**) and approved by the Ministry of Consumer Affairs.

If we cannot agree on how to resolve your issue, you can refer the matter to FSCL by:

- Emailing info@fscl.org.nz
- Calling FSCL on 0800 34 72 57
- Contacting the Complaint Investigation Officer, Financial Services Complaints Limited, Level 4, 101 Lambton Quay, Wellington 6145
- Writing to PO Box 5967, Wellington 6145

Full details of how to access the FSCL scheme can be obtained on their website www.fscl.org.nz. There is no cost to you to use the services of FSCL.