



Making a complaint

If you are not satisfied with our financial advice service you can make a complaint by emailing complaints@lfg.co.nz, or by calling 0800 466 784. You can also write to us at: 1/1 Antares Place, Rosedale, Auckland. When we receive a complaint, we will consider it using our internal complaints process:

We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.

We aim to resolve complaints within 10 working days of receiving them. If we cannot, we will contact you within that time to let you know we need more time to consider your complaint.

We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

Phone: 09 282 4023

Email: compliance@alliedfg.co.nz

Address: PO Box 305 416, Triton Plaza, Auckland 0757

or

Phone: 0800 466 784

Email: complaints@lfg.co.nz

Address: 1/1 Antares Place, Rosedale, Auckland

If we cannot resolve your complaint, or you are not satisfied with the way we propose to do so, you can contact Financial Disputes Resolution Scheme (FDRS). FDRS Financial Services provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we have not been able to resolve your complaint to your satisfaction.

You can contact FDRS by phone on 0508 337 337, or by emailing enquiries@fdrs.org.nz.

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