



Complaints handling and dispute resolution

Somerset Smith Partners has an internal complaints process. If you have a problem, a concern or complaint, please notify your adviser in the first instance or contact the Compliance Manager using the following details:

Email: compliance@somsmith.co.nz
Telephone: +64 (06) 835 3126
Postal address: P O Box 90, Napier 4140

When we receive a complaint, we will deal with it following our internal complaints process where we will:

- Acknowledge your complaint within 2 working days
- Consider your complaint and will advise how we will resolve it and the likely time frame to resolve it, but within 30 days. This may require obtaining extra information from you.

If we cannot resolve your complaint or you are not satisfied with how we propose to resolve your complaint, you can contact Financial Services Complaints Limited (FSCL), a Financial Ombudsman Service, at no cost to you.

You can contact Financial Services Complaints Limited (FSCL) at:

Email: complaints@fscl.org.nz
Telephone: 0800 347 257 or from overseas +64 4 472 3725
Postal address: P O Box 5967, Wellington 6140