

Complaints Handling and Disputes Resolution Disclosure

If you are not satisfied with our financial advice service you can make a complaint by emailing mark@diligentwealth.co.nz, or by calling us on 03 442 4243.

You can also write to us at:

Diligent Wealth Management
ATTN: Mark Baker,
PO BOX 2008,
Wakatipu 9349

When we receive a complaint, we will first consider it following 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 can't then we will contact you within that time and let you know we need more time to consider the complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint internally and how we propose to do so.
- In the event we are unable to resolve your complaint or you aren't satisfied with the way we propose to do so, you can contact our external complaints resolution scheme

Financial Services Complaints Limited

*PO Box 5967,
Wellington;*

0800 800 257

info@fscl.org.nz

www.fscl.org.nz

You will need to submit the following to FSCL:

1. What you think that we have done wrong.
2. How our action or omission has affected you.
3. What you would like to happen to put it right.
4. Any attempt we have already made to resolve the complaint with you.

Our identifying information is as follows if required:

Diligent Wealth Management Limited – FSP 762373
03 442 4243 enquiries@diligentwealth.co.nz

Financial Adviser:

Mark Baker – FSP16881
021 243 2141 mark@diligentwealth.co.nz

Customer Relationship Manager:

Matt Porter – FSP778333
021 241 7997 matt@diligentwealth.co.nz