

Complaint form



It's free to make a complaint to Financial Dispute Resolution Service.

The complaint must be about a current member of Financial Dispute Resolution Service, or the financial service provider must have been a member at the time of the event.

Please complete this form and return it to Financial Dispute Resolution Service at the address below, or scan/email to enquiries@fdrs.org.nz or fax to 04 918 4901. If you need assistance to complete the form, please phone 0508 337 337 or email enquiries@fdrs.org.nz. We are happy to help.

What is the name of the financial service provider your complaint is about?

Your account or customer name

Your account or customer number
(if available)

Approximately when did the event take place?

What is your complaint about?

Please provide as much information as you can to support your complaint. Check below for guidance:

- Copy of any relevant contracts / agreements / terms and conditions
- Copy of any relevant policy / product documents
- Copies of any correspondence or diary notes relating to the complaint
- Copies of receipts / payment confirmation / bank statements (if appropriate)
- Screenshots of Web Sites / web page/ web documents, etc (if appropriate)
- Authority to act as representative of complainant (if applicable)
- Statements from witness (if appropriate)

What would you like to happen to resolve your complaint?

If seeking compensation for losses incurred:

- Evidence supporting any amounts being claimed

Have you made the complaint to the financial service provider concerned?

Yes No

Have you made this complaint to any other authority?

Yes No

Contact details

Your name

Complainant name

(If different from above i.e. if you are making a complaint on behalf of someone else)

Address

Street

Suburb

City

Post code

Email

Telephone

Mobile

Agree

- I authorise my financial service provider, the name of which I have stated in my complaint form, to provide Financial Dispute Resolution Service with all my personal and financial information held by my financial service provider. I understand this information will be used to investigate, resolve or finalise my complaint.
- I also understand that Financial Dispute Resolution Service may need to share my information with external persons to obtain expert opinion, advice or guidance and that I will be notified if this is needed and my permission confirmed.
- I also understand that any information I provide to Financial Dispute Resolution Service will be forwarded to my financial service provider and that I will see all information provided by my financial service provider to Financial Dispute Resolution Service.