

Complaints Handling and Dispute Resolution Process

This disclosure statement was prepared on 17th September 2024.

Gisborne Financial Services Ltd

Gisborne Financial Services Limited holds a licence (FSP106840), issued by the Financial Markets Authority, authorising Gisborne Financial Services to provide financial advice. Our financial advisers are engaged by us directly to provide financial advice on our behalf.

Complaints Handling and Dispute Resolution

If you have any concerns, issues, or a complaint about any part of our financial advice service, please contact us by:

- **Phone:** 06 868 8313
- **Email:** support@gisfin.co.nz
- **Mail:** Gisborne Financial Services, P.O. Box 1273, Gisborne 4040.

We will acknowledge your concerns, issues, or complaint within 48 hours of receiving your initial email, letter, or phone call. We will carefully review your complaint following our internal complaints process and let you know how we may resolve it. This may involve requesting additional information from you.

Our aim is to resolve complaints within 5, but no longer than 21, working days from the date we were first contacted. We will inform you if more time is needed to consider your complaint.

If we cannot agree on how to resolve your complaint, your next option is to contact the **Insurance and Financial Services Ombudsman (IFSO)**. This is an independent dispute resolution service that is free of charge and will assist in investigating or resolving any disagreements not resolved through our internal complaints process.

You can contact IFSO at:

- **Address:** Level 2/70 The Terrace, Wellington Central, Wellington 6011
- **Call Free:** 0800 888 202
- **Email:** info@ifso.nz
- **Website Form:** <https://www.ifso.nz/make-a-complaint>