



WBS Complaints Procedure

WBS understands that occasionally misunderstandings, mistakes and disagreements occur. We therefore have a process for dealing with such circumstances.

Lodging a complaint with WBS

In the first instance, any one of our staff can help you to resolve a problem. You can contact us in the following ways:

Email us – complaints@wbs.net.nz

Call us – 06 370 0070 (Monday to Friday, 9am – 4.30pm)

Visit us – 125 Queen Street, Masterton

Write to us – WBS, PO Box 441, Masterton

To help us resolve your complaint quickly and fairly, please provide us with:

- your name and contact details, and the best way and time to contact you,
- a description of your concern,
- what you would like us to do to put things right, and
- any other relevant information.

What happens next

We will respond to you within two (2) working days of receiving your complaint and work to resolve your complaint as quickly as possible. We'll confirm that we're looking into your complaint, and let you know when you can expect a response.

We will always contact you to discuss our final response, and provide an explanation of what we've found, what we plan to do, and why we made the decision.

Taking a complaint further

If you are still not satisfied with the outcome of any complaint you may also choose to lodge your complaint with the Insurance & Financial Services Ombudsman (IFSO), an external dispute resolution scheme under the Financial Service Providers (Registration and Dispute Resolution) Act 2008 and the Credit Contracts and Consumer Finance Act 2003 (CCCFA). The IFSO will not charge you for investigating or resolving a complaint.

IFSO can be contacted through their website at www.ifso.nz, by phone on 0800 888 202 or (04) 499 7612, by email at info@ifso.nz, or by post to:

Insurance & Financial Services Ombudsman Scheme
P O Box 10-845
Wellington 6143

Complaints can also be made to WBS's supervisor by phone on 0800 878 783, by email at enquiries@trustees.co.nz, or by post to:

Trustees Executors Limited
Level 11, 51 Shortland Street
PO Box 4197
Auckland 1140

Alternatively, complaints can be lodged with the Financial Markets Authority via its website – www.fma.govt.nz.