



Your KiwiSaver Adviser:

Complaints Disclosure Statement

We are committed to handling complaints fairly, transparently and in a timely manner. If you're unhappy with any part of our service or advice, please contact us:

Email: Connor@yourkiwisaveradviser.co.nz

Phone: +64 27 426 6669

What happens next

- We'll acknowledge your complaint within 2 business days and assign a reference number.
- Our Complaints Lead (Connor Anderson) will investigate; we may ask for more information.
- We aim to provide a written decision within 10 working days where practicable. If more time is needed, we'll explain why and update you at least every 5 working days.
- We record all complaints, complete root-cause analysis and (where appropriate) put things right, including any client remediation.

If we can't resolve your complaint

You can refer your complaint to our approved, independent dispute resolution scheme at no cost to you:

IFSO Scheme — 0800 888 202 | info@ifso.nz | www.ifso.nz

Our IFSO membership number: 5008446

Privacy

We handle your information in line with our Privacy Policy. If a privacy breach occurs that is likely to cause serious harm, we will follow the Office of the Privacy Commissioner's NotifyUs process and keep you informed.