

Making a Complaint

Currency Online is committed to the delivery of excellence through its high customer service standards. Whether a Client is providing feedback, paying a compliment or making a complaint, a Client's input is important. Should a Client be dissatisfied with the service provided the following steps should be followed, as part of our Internal and External Dispute Resolution procedures.

If you, the Client, are not satisfied with the products or service you have received from Currency Online you should contact us in the first instance either by phone email or in writing. We will undertake to investigate your concerns promptly and fairly.

Step 1: Contact Your Customer Relationship Manager

Contact your Customer Relationship Manager at Currency Online and discuss your concerns.

Step 2: Make a Formal Complaint

If your complaint is not satisfactorily resolved, contact Currency Online Complaints Officer to inform us about your complaint. You may do this by telephone, facsimile, email or letter. The contact details are as follows:

Telephone: +64 3 962 0962

Email: complaints@currencyonline.com

Website: www.currencyonline.com

Fax: +64 9 306 3701

Postal Address:

Currency Online Limited Complaints Officer

PO Box 7646

Wellesley Street

Auckland 1141

New Zealand

Currency Online aims to deal with a Client's complaint as quickly as possible and will respond to the Client within 5 working days.

Should the complaint prove to be more complex, it can take longer, nonetheless we will keep you informed of the progress.

Currency Online is focused on resolving client complaints in a timely and efficient manner with a resolution that is satisfactory to the client. Complaints are regarded as opportunities for improving the service offered to our clients and to make improvements to the business where necessary.

Step 3: Make a Formal Complaint to Financial Services Complaints Limited

Currency Online is a member of the independent dispute resolution schemes operated by the Financial Services Complaints Limited (FSCL) and for Australian clients the Financial Ombudsman Service (FOS). Where Currency Online has been unable to adequately resolve your complaint after 30 days of the complaint having been made, you, the customer have the right to refer the complaint to either the FSCL or the FOS for Australian clients either verbally, via email or in writing. Full details of how to access both the FSCL and FOS schemes can be obtained on their websites www.fscl.org.nz or www.fos.org.au. This service is provided to you, the client, free of charge.

FINANCIAL OMBUDSMAN SERVICE 

www.fos.org.au

member of:
 **fscl**
financial services
complaints ltd

www.fscl.org.nz