



A Financial Ombudsman Service

FSCL FINANCIAL SERVICES COMPLAINTS LTD
RATONGA PŪTEA PUNA MANAAKI

CHOOSE YOUR OWN ADVENTURE

19 MARCH 2024

MERYN GATES | *Case and Early Assistance Team Manager*

WHAT WOULD YOU LIKE TO HEAR ABOUT?

- › Case study
- › Top tips
- › What's going on out there?
- › Q&A
- › Can you help me?

FINANCIAL DISPUTE RESOLUTION SERVICES



Banking
Ombudsman
Scheme

Banking Ombudsman
0800 805 950



Insurance and Financial Services Ombudsman
0800 888 202



FINANCIAL SERVICES COMPLAINTS LTD
RATONGA PŪTEA PUNA MANAAKI

Financial Services Complaints
0800 347 257



Financial Dispute Resolution Service
0508 337 337



FINANCIAL SERVICES COMPLAINTS LTD

A FINANCIAL OMBUDSMAN SERVICE





FINANCIAL SERVICES COMPLAINTS CAN INVESTIGATE COMPLAINTS ABOUT:

- › Lenders of all sizes, except banks. So, credit unions, finance companies, etc.
- › Mobile traders
- › Insurers
- › KiwiSaver providers and supervisors
- › Money transfer services
- › BNPL
- › Financial advisers and brokers

FSCL LAST YEAR

1,347

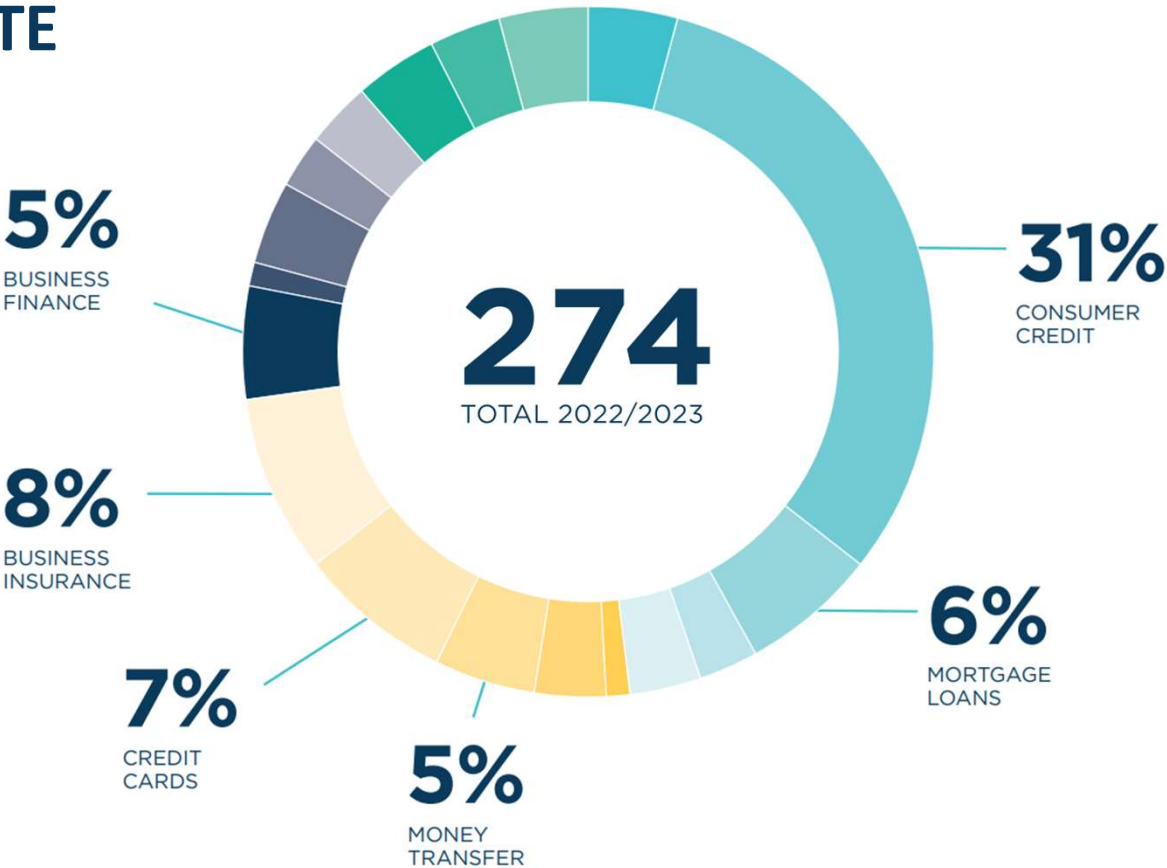
complaints through our
early assistance team

274

disputes investigated
by our case managers

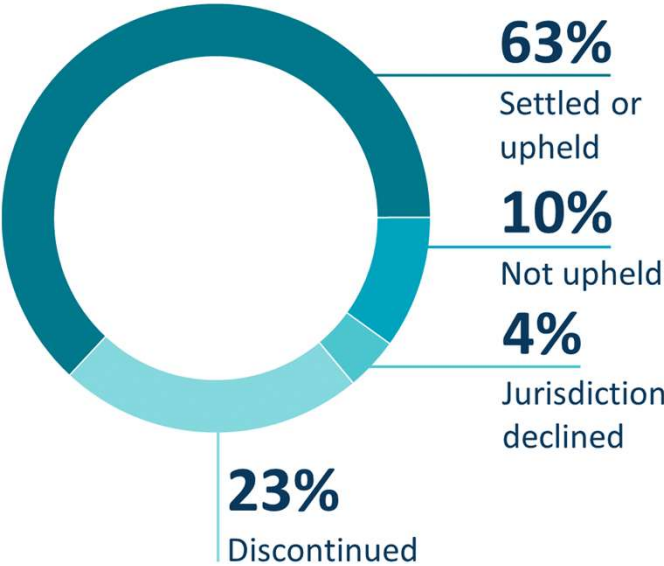
MOST COMPLAINTS RELATE TO CONSUMER CREDIT

	22/23	21/22	20/21
Travel insurance	12	11	100
Consumer credit	86	61	44
Mortgage loans	17	22	16
Travel cards	8	3	3
Estate administration	9	9	11
Motor vehicle insurance	3	7	8
Trading platforms	9	17	9
Money transfer / foreign exchange	13		
Credit cards	20	20	7
Business insurance (formerly material damage insurance)	23	17	24
Business finance	14	4	1
Health	3	1	2
KiwiSaver	11	10	13
Superannuation and managed funds	7	7	4
Home and contents insurance	8	6	6
Life	11	10	9
Securities	9	0	6
Other	11		

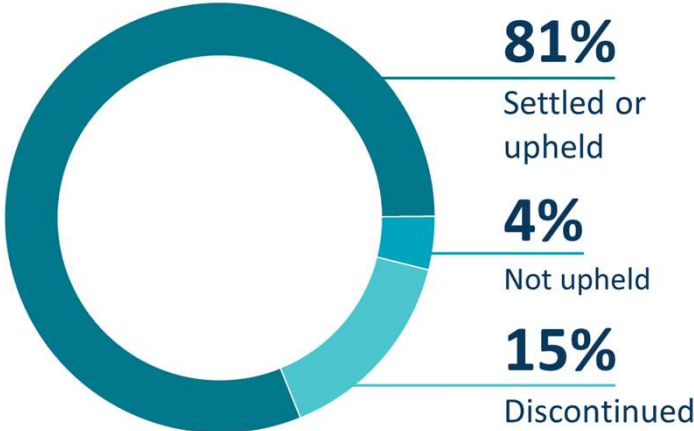


FINANCIAL MENTORS MAKE ALL THE DIFFERENCE

336 dispute investigations between 1 October 2022 – 30 September 2023:



Of those, there were 46 investigations where we know a financial mentor was actively involved:





**WORK WITH ME AND I WILL GET
THE LOAN ACROSS THE LINE**



MERYN'S TOP TIPS

- › Call any of the financial dispute resolution services
- › Make a complaint through the financial service provider's dispute resolution service
- › When talking to a financial service provider say: I am making a complaint



MERYN'S TOP TIPS

- › You don't need a financial mentor to make a complaint
- › If you have already complained to the financial service provider, tell us
- › You do not need a letter of deadlock for us to investigate a complaint

LET'S TALK...