

Plaxo Mortgages Limited

Disclosure Information - in relation to complaints.

Licensing information

Plaxo Mortgages Limited (Plaxo Mortgages) is a financial advice provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Complaints

When we receive a complaint:

- We will consider your complaint and let you know how we intend to resolve it. Where possible, we try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days; if we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint.
- We will contact you by phone, email, letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints scheme, you can contact our external disputes resolution scheme, Financial Services Complaints LTD (FSCL). FSCL provides a free and independent dispute resolution service that may help to investigate or resolve your complaint if we haven't been able to do so to your satisfaction.

Call: Nick Flaws 0800347257

Email: complaints@fscl.org.nz

Write to: PO Box 5967 Wellington 6140

Contact details

Plaxo Mortgages Limited (FSP 769581) is the Financial Advice Provider.

Call: 09 9160116

Email: info@plaxold.co.nz

Write to: Level 1, 638 Great South Road, Greenlane, Auckland, New Zealand