



Brenda Nom Limited trading as Brenda Nom Mortgages & Insurance

Our Complaints Process

Should you be dissatisfied with the financial advice service you received from us, you can make a complaint by contacting us:

Call: 03 2149292 or 021 110 4849
Email: info@brendanom.co.nz
Write to: PO box 692 Invercargill or 12 Don Street (upstairs) Invercargill

Our Internal Process

To resolve any dispute or complaint, we will firstly follow our internal complaint process. That is:

- 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 will aim to resolve your complaint within 10 working days of receiving it. 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 may contact you to get further information about your complaint.
- We will contact you by phone, email or letter to let you know whether we can resolve your complaint and how we propose to do so.

External Process if Complaint Unresolved

If we cannot resolve your complaint, or you are not satisfied, you can contact our Dispute Resolution Scheme, Insurance and Savings Ombudsmen (ISO) provides a free and independent dispute resolution service that may help to investigate or resolve your complaint if we have not been able to do so to your satisfaction.

Call: 0800 888 202
Email: info@ifso.nz
Write to: IFSO PO Box 10-845, Wellington 6143