



Complaints & Compliments

Momentum Financial Limited believes it is essential for our clients to be able to competent, needs based advice that is given. Momentum Financial Limited has in place formal procedures to deal with compliments, complaints or disputes arising from that advice.

You can lodge compliments or complaints by telephoning, emailing or writing to the:

Managing Director
Momentum Financial Limited
38 Harvest Avenue, Orewa, Auckland, 0931
Mobile: 021 883 995
email: malcolm@momentumfinancial.co.nz

When Momentum Financial Limited receives a complaint, we will attempt to resolve it promptly. We in the first instance will attempt to resolve any concerns directly with you.

If we cannot reach an agreement on your complaint, you may refer your complaint to our External Dispute resolution Scheme as detailed in the Adviser Disclosure Statement provided to you, the contact details of which are:

The Financial Dispute Resolution Service
Freephone: 0508 337 337
International Calls: If you are calling from outside New Zealand, call +64 4 910 9952
Email: enquiries@fdrs.org.nz
Post: PO Box 5730, Wellington 6145, NEW ZEALAND
web: www.fdrs.org.nz

The External Dispute Resolution Scheme is a statutory requirement for us to have and is a free service established to provide you with an independent mechanism to resolve specific complaints. We value you raising your feedback with us, and hope to use these as part of our continuous improvement and education plans.

Managing Director
Momentum Financial Limited

Momentum Financial Ltd (SPP 715151) | 38 Harvest Ave, Orewa, 0931
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