Service Commitment

Our tight-knit team at Prosperity Finance strives to provide you with the best mortgage service as you search for your next property. Customer service excellence is of paramount importance to us.

If you feel we have not delivered satisfactory service, please let us know and we will address your concerns promptly. We view any mistakes as valuable learning opportunities to improve our standards.

Our Internal Complaint Processes

If you have concerns about our adviser's service, explanations, product outcomes, or believe we have not met the requirements outlined in our disclosure or the nature and scope of our advice, please follow these steps:

Contact your adviser directly to discuss your concern.

If you do not feel comfortable speaking with your adviser, or if the issue remains unresolved, email our compliance officer at complaints@profin.co.nz. In your email, please describe the nature of your complaint and the resolution you are seeking.

We will acknowledge receipt of your complaint within 24 hours.

We will record your complaint in our Complaints Register and begin our investigation.

We may arrange a meeting with you to clarify any details.

We will provide you with a response within 7 working days of receiving your complaint.

If more time is needed, we will inform you and keep you updated with progress.

We will keep you informed throughout that process with regular updates.

External Dispute Resolution

If you are unable to resolve your complaint with us directly, you may refer it to **Financial Services Complaints Limited (FSCL)**, of which Prosperity Finance is a member. FSCL is an approved independent dispute-resolution scheme for the financial services industry, including financial advisers. Their service is free to customers.

Contact details of FSCL are:

Financial Services Complaints Limited (FSCL) - A Financial Ombudsman Service

complaints@fscl.org.nz

0800 347 257

https://www.fscl.org.nz/

PO Box 5967 Wellington 6140