

Rede Advisers is continuously striving to improve what we do and the service we provide our valued clients. We, therefore, welcome feedback and any complaints you may have at any point along our journey together.

If you are dissatisfied with any aspect of our financial advice service, you can contact us by emailing office@rede.co.nz, by calling us on (03) 964 4222 or by writing to us at Level 4, 123 Victoria Street, Christchurch 8013.

Upon receiving a complaint, Rede Advisers will make every effort to resolve the complaint at the earliest opportunity. Our internal complaints process is as follows:

- We will consider the complaint and inform you how we intend to resolve it within 2 business days
- If required, we may need to contact you for further information
- We aim to resolve your complaint satisfactorily within 14 days
- If this is not possible, further communication may take place, either formally or by direct discussion with you.

If we are unable to resolve the complaint, or if you decide not to use our internal complaints scheme, you can contact our external Disputes Resolution Scheme, which is the Insurance and Financial Services Ombudsman (IFSO) Scheme. This service is free to access and will help us resolve any disagreements.

You can contact IFSO at: PO Box 10-845, Wellington 6143, info@ifso.nz, or 0800 888 202.