



Important Information about our Dispute Resolution Process

The information provided below is to help you understand our complaint resolution process.

Resolving Your Complaint

At Nautilus, our goal is 100% client satisfaction every time. Where this isn't possible, we aim to resolve any issues fairly to the best of our abilities.

We have received your complaint and will consider it following our **internal complaints process**:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

Independent Dispute Resolution Scheme

If we are unable to resolve your complaint to your satisfaction, you can contact the **Financial Dispute Resolution Service**.

The Financial Dispute Resolution Service provides an independent dispute resolutions service that may help investigate or resolve your complaint. This service is available to you at no charge.

You can contact Financial Dispute Resolutions Service at:

- enquiries@fdrs.org.nz or by calling: 0508 337 337
- www.fdrs.org.nz/complaints
- You can also write to them at: Freepost 231075, PO Box 2272, Wellington 6140.