



Here at PE Jackways Ltd, we are committed to delivering services that meet your expectations, but we are also prepared for when sometimes things don't go to plan.

If we have let you down we want to hear about it and make it right

Step one

Please contact us and let us know – often a meeting, a phone call or an email with your Broker is enough to alleviate your concerns

Step two

If a satisfactory resolution cannot be reached with your Broker we will refer the matter to our Complaints Manager, who will endeavour to have the matter investigated and resolved within 20 working days

Step three

If we are still not able to come to a satisfactory conclusion – we will escalate the matter to the Financial Service Complaints Ltd

They are our independent - free of charge - dispute resolution Provider

A Financial Ombudsman Service

FSCL FINANCIAL SERVICES COMPLAINTS LTD
RATONGA PŪTEA PUNA MANAAKI

email us at complaints@fscl.org.nz

telephone us on 0800 347 257

write to FSCL, PO Box 5967, Wellington 6140.