



Complaints & Compliments

LendSure believes it is essential for our clients to be able to use mortgage advisers who are completely competent in the advice that is given. LendSure 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:

Principal

LendSure Financial Limited
P O Box 35-244, Shirley, Christchurch 8640

Phone: 021 2668441

Email: contactus@lendsure.co.nz

When LendSure Financial Ltd receives a complaint, we will attempt to resolve it promptly. We in the first instance ask the adviser involved to attempt to resolve any concerns directly with the client, this sometimes is not possible and in these instances, the company will endeavour to act as an intermediary to look for solutions.

If we cannot reach an agreement on your complaint, you may refer your complaint to the advisers' External Dispute Resolution Scheme as detailed in their Disclosure Statement.

LendSure Financial Limited is also a member of an external Disputes provider:

Financial Dispute Resolution

Freephone 0508 337 337
Freepost 231075 PO Box 5730, Wellington 6145
e: enquiries@fdrs.org.nz
w: 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.