

How Financial Dispute Resolution Service helps you

Financial Dispute Resolution Service can help you to resolve complaints in several ways.

1 Enquiry and early resolution

When your client contacts us, our first step is ensuring you are aware of the complaint and have had the opportunity to resolve it. If not, we advise your client to contact you immediately.

If you do know about the complaint and it is not resolved, we gather details from your client, open a file and seek a response from you. You have 21 days to provide your response to the complaint and/or offer an acceptable resolution.

2 Investigation, facilitation and resolution

Once all the information has been provided, one of our expert team will start the process of facilitating resolution.

This is where our expertise comes to the fore and where we focus our efforts. We use several techniques to resolve complaints, including negotiation, exploring alternative solutions and formal conciliation.

3 Adjudication

In the unlikely event where resolution cannot be reached, one of our specialist adjudicators will investigate and make a formal decision on the complaint. This is binding on you and also binding on your client if they accept the adjudicator's decision.

Leading dispute resolution in New Zealand

Financial Dispute Resolution Service is part of FairWay Resolution Limited, New Zealand's largest specialist conflict management and dispute resolution service.

110 120 16,000

STAFF

SPECIALIST CONTRACTORS

DISPUTES, REVIEWS & ENQUIRIES HANDLED EACH YEAR

ACC ACC DISPUTES AND REVIEWS

COMMERCIAL SERVICES

BUILDING AND CONSTRUCTION DISPUTES

ISTUDENT COMPLAINTS

TELECOMMUNICATION DISPUTES

FAMILY DISPUTES

COMPLAINTS/DISPUTES ABOUT A FINANCIAL SERVICE PROVIDER

WORKPLACE CONFLICT

FairWay is an independent, employee-owned company providing conflict management and dispute resolution services across the public and private sector.

FairWay employs more than 100 staff and contracts with over 100 specialist reviewers and dispute resolution practitioners (adjudicators, reviewers, mediators and conciliators) throughout New Zealand.

FairWay handles over 14,000 disputes, reviews and enquiries each year — of all kinds and levels of complexity, including medical, insurance, financial services, telecommunications, family, local government, building and construction, school and workplace disputes.

For more information, visit www.fairwayresolution.com



Helping you resolve your clients' complaints

About Financial Dispute Resolution Service

Financial Dispute Resolution Service is an approved dispute resolution scheme with a focus on the early resolution of complaints. Our dispute resolution specialists support you and your customers to reach an agreement. Skilled in many different resolution methods, we only use formal adjudication process as a last resort.

We offer our members a range of benefits to help you prevent and manage complaints, including monthly webinars and resources.

Financial Dispute Resolution Service is part of FairWay Resolution Limited, New Zealand's largest specialist dispute resolution organisation and we have extensive experience in the financial sector. This makes us experts at resolving financial complaints.

It is simple and easy to sign up to our service:

- There is no application fee
- You can join immediately and start accessing the services we provide
- If you have a notice period with your current dispute resolution scheme, we won't charge you an annual fee until your notice period has finished.

You can find the full details of FDRS's Scheme Rules, a full description of the jurisdiction, and process of handling a complaint on our website:

www.fdrs.org.nz

Why join Financial Dispute Resolution Service?

We make it easy to manage complaints with our:

- Focus on early resolution
- Specialist experience in resolving financial complaints
- Expertise to identify the most efficient pathway to resolution
- Dedicated helpline
- Free resources to establish your internal complaints process.

We have great member benefits including:

- Competitive annual fees
- No application fee
- Dispute fees tailored to the level of intervention required
- Regular newsletters with information to help your business
- Free monthly webinars
- Presentations at your professional development days or conferences.

About Financial Dispute Resolution Service

- Membership covers all types of financial services in New Zealand
- Independent and fair
- Effective and efficient
- Experts at facilitating complaint resolution.

What our members say:

- "Easy to work with"
- "Staff were impartial and understood the issues"
- "Efficient in dealing with complaints"
- "I have always found the organisation very good to deal with, both at my time here and prior at a different financial service provider"
- "Good communication and feedback."

To join Financial Dispute Resolution Service or find out more visit www.fdrs.org.nz



Freephone: 0508 337 337



Email: enquiries@fdrs.org.nz



Website: www.fdrs.org.nz