



Te Uniana Whakanama Pirihimana

Complaint Process

We appreciate our members taking the time to provide us with feedback, as this gives us the opportunity to resolve any issue and enhance the products and services we deliver.

How do you make a complaint?

You can send your complaint to the Police Credit Union via secured bank messaging within Internet or Mobile Banking applications or:

By Mail	Alternatively
Police Credit Union P O Box 12344 Wellington 6144	Toll Free: 0800 429 000 Fax: 04 499 2006 Email: info@policecu.org.nz Website: policecu.org.nz

Complaint Resolution

We are here to put things right and aim to resolve any complaints straight away for you. If we are unable to resolve your complaint immediately, your complaint will be referred to a senior manager for further investigation.

They will contact you the same day to discuss your complaint further, with the intention to put things right for you. As this may involve some investigation of the matter, we will continue to keep in regular contact with you until your complaint is resolved.

If you are still unhappy you can contact our independent dispute resolution provider – Financial Services Complaints Limited (FSCL). This service is free to you.

FSCL's contact details are:

By Mail	Alternatively
Financial Services Complaints Limited P O Box 5967 Lambton Quay Wellington 6145	Toll Free: 0800 347 257 Fax: 04 472 3728 Email: info@fscl.org.nz Website: fscl.org.nz