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## Our complaints process

We would like to be the first to know if you are unhappy with our services, or if you believe that we can improve them. By letting us know, you give us a chance to resolve problems earlier or do things better.

In the first instance, you should take the complaint to your adviser. However, if your adviser is unable to assist or if you do not wish to address your complaint to the adviser, you can share your concerns with the Complaints Manager using the following contact details:

*The Complaints Manager  
Hobson Wealth Partners Limited  
P O Box 4349, Shortland Street  
Auckland  
New Zealand  
Tel: 09 363 8703  
Email: [compliance@hobsonwealth.co.nz](mailto:compliance@hobsonwealth.co.nz)*

We undertake to investigate your concerns promptly and fairly. The Complaints Manager will provide you with the acknowledgement of the complaint and aim to respond to your complaint as quickly as possible, but generally no later than 15 business days. Sometimes, the complexity of the question or the information needed to investigate or resolve the complaint may mean that we need additional time to respond. If that is the case, we will let you know.

If we cannot agree on how to resolve the issue, or if we do not provide you with a response within 40 business days, you can contact Financial Services Complaints Limited (FSCL), a Financial Ombudsman Service and our external dispute resolution provider. This independent service will cost you nothing, and will help us resolve any disagreements. FSCL contact details are provided below:

*Address: PO Box 5967, Lambton Quay, Wellington 6140  
Telephone number: 0800 347257  
Email address: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)*