

DUX Financial Services – Complaints Procedure

The DUX Team want to know if you are unhappy in anyway with our service. We would appreciate the opportunity to understand what you are dissatisfied with and try to rectify this for you.

Any complaint will be handled formally through our internal complaint handling process. We will respond to your complaint within five working days and endeavour to resolve the complaint within ten working days. The timeframe will depend on the complexity of the matter.

Your complaint should be made in writing by email or post to our Management Team at admin@duxfinancial.co.nz ; or posted to

DUX Financial Services Limited
PO Box 13 511
Johnsonville
Wellington, 6440

If for any reason we cannot come to a mutual resolution, you may wish to contact Financial Dispute Resolution Services who are our external dispute resolution provider.

Financial Dispute Resolution Services is an external financial dispute resolution scheme approved by the Minister of Consumer Affairs under the Financial Service Provider (Registration and Dispute Resolution) Act 2008. The scheme can be contacted at www.fdrs.co.nz or 0508 337 337.

The process is free to you and they will work with you and DUX Financial Services to facilitate an agreed resolution.