

Our complaints process

1 February 2022

Your satisfaction is important to us.

If you are not satisfied with the service you have received from MCA Advisers Limited (**MCA Advisers**) and want to make a complaint, please contact your MCA Investment Adviser in the first instance. If you don't want to contact your MCA Investment Adviser directly, or you aren't sure who to contact, get in touch with us with the details of your complaint and your thoughts on how best we are to make it right.

You can:

- Email the MCA Disputes Manager at mca@mcanz.co.nz and put "Disputes Manager" in the subject line, or
- Phone us on 09 930 7770, or
- Write to us, addressing your letter to: The Disputes Manager, MCA Advisers Limited, PO Box 8811, Symonds Street, Auckland 1150.

We will acknowledge that we received your complaint as soon as possible and within 2 business days of receipt at the latest.

Complaints process overview

When we receive a complaint, we will listen carefully and seek to establish all the relevant facts. We may need to ask you for some information in writing. We will then carefully consider the complaint and how you propose we may resolve the matter. Sometimes we will be able to resolve your complaint to your satisfaction quite quickly. On other occasions, it may take us a little longer to investigate and respond to you. We will do our best to resolve a complaint within 20 business days. If it will take us longer, we will let you know and why and how much more time we expect to need.

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Dispute resolution service

If you are not happy with our response and proposed solution to your complaint, you may refer the matter to our external complaint's resolution service. Both MCA and Michael Chamberlain are members of the Financial Dispute Resolution (FDR) scheme. Its contact details are:

Address: Freepost 231075, PO Box 5730, Wellington 6145
Level 9, 109 Featherston Street, Wellington 6011
Phone: 0598 337 337
Website: Fairwayresolution.com

FDR provides a free, independent dispute resolution service, and they may help to investigate or resolve your complaint if you were not satisfied with our response. Details of its services are on its website. Note, not all unresolved complaints can be referred to FDR – they will tell you if they do not have jurisdiction in a particular case.