

# Making a complaint.



Tell us about your experience with Westpac and we'll put it right.

## Contact us:

**Call us** on **0800 400 600** Weekdays 7am – 8pm & weekends 8am - 5pm. Overseas **64 9 912 8000** (international toll charges apply).

**Tell us in person** at your local branch.

**Write to us** Westpac New Zealand Ltd  
PO Box 934  
Shortland Street  
Auckland 1140.

Or visit our website [westpac.co.nz/contact-us/complaints](https://westpac.co.nz/contact-us/complaints) for information on how to get in touch.

## Complaint Process.

We're committed to resolving your complaint quickly and fairly. To help us do this, please provide us with:

- Your name and address
- Details of your concern
- What you would like us to do to put things right
- How you would like us to contact you e.g. phone number and best time to call, or email address
- Any other relevant information

We'll acknowledge your complaint within five working days, however where possible we'll aim to resolve your complaint on the spot. If we need additional time to get back to you, we'll let you know. We'll confirm that we're looking into your complaint, and let you know when you can expect a response. We'll also keep you updated on our progress.

## Customer Solutions.

If you have a complaint and we couldn't resolve your concern in our branch, through the call centre or our website, you can contact our Customer Solutions team directly on **0800 351 494** or [customersolutions@westpac.co.nz](mailto:customersolutions@westpac.co.nz) or write to us at:

### Westpac Customer Solutions

**Freepost 125 436**

**P O Box 934**

**Auckland 1140**

**New Zealand.**

Our Customer Solutions team are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint. We'll always contact you to share our final response, provide an explanation of what we have found and why we made the decision.

## If you're still unhappy.

If you're not satisfied with our response after we have fully investigated your complaint, you can seek assistance from the Banking Ombudsman Scheme, which provides an independent dispute resolution service. The Banking Ombudsman can help customers investigate or resolve concerns and disputes with their bank, free of charge.

The Banking Ombudsman is always available to provide advice on whether the complaint resolution proposed by Westpac is fair and reasonable. We encourage you to discuss your queries with the Banking Ombudsman Scheme – providing the Banking Ombudsman Scheme with an overview of your concern and Westpac's suggested complaint resolution. However, please note that before the Banking Ombudsman can formally investigate your complaint, it must first have been fully reviewed by the Westpac Customer Solutions team.

View the **Banking Ombudsman brochure**

Phone **0800 805 950**

Web **bankomb.org.nz**

Email **help@bankomb.org.nz**

Post **Banking Ombudsman**

**Freepost 218002**

**PO Box 25327**

**Wellington 6146.**