



100 St Aubyn Street East  
PO Box 431, Hastings 4156  
0800 229 943  
unitymoney.co.nz

## Feedback and Complaints

There may be times where you feel we have let our standards slip, you have an idea on how we can improve our service, or you just want to make a team member's day by providing some great feedback. Whatever the case, we are here to listen and learn.

If you do have a complaint, we want to hear about it. This allows us to respond effectively, provides us with an opportunity to rectify the situation and enables us to continue to improve the service we deliver to all members.

Please tick the relevant boxes below:

Is this a complaint or feedback?

Feedback

Complaint

Would you like a response?

Yes

No

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Member Number: \_\_\_\_\_

Full name: \_\_\_\_\_

Contact details: \_\_\_\_\_

Best time to contact: \_\_\_\_\_

If you are contacting us regarding another person, please advise their name and your relationship to that person.

What is your feedback/complaint?

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What would you like to see happen?

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## How to contact us

### Visit a branch

Pop into your nearest branch and have a chat with the friendly team.

### Call us

0800 229 943

Monday to Friday 8.00am – 6.00pm

Saturday 8.30am - 12pm

Ask to speak with someone in our senior management team if you prefer.

### Write to us

Unity Feedback

PO Box 431

Hastings 4156

### Online

Complete an online feedback form <https://www.unitymoney.co.nz/contact-us/feedback/>

However you choose to contact us, if you have ticked that you would like a response, you will hear from us within two working days.

### Taking your complaint further

If our internal complaints process does not resolve your complaint to your satisfaction, you have access to a free, independent dispute resolution service, and that service may help investigate or resolve your complaint.

We are a member of the **Banking Ombudsman Scheme**:

Freephone: 0800 805 950  
Phone: +64 4 915 0400 (from overseas)  
Email: [help@bankomb.org.nz](mailto:help@bankomb.org.nz)  
Website: [www.bankomb.org.nz](http://www.bankomb.org.nz)  
Postal Address: Freepost 218002, PO Box 25327  
Featherston Street, Wellington 6146



For more information visit The Banking Ombudsman website [www.bankomb.org.nz](http://www.bankomb.org.nz)

The personal information provided on this form will be kept in accordance with our Privacy Statement. If your complaint is escalated to BOS, we may share the details contained on this form with them. You can view our Privacy Statement here: <https://www.unitymoney.co.nz/about-us/legal-ts-and-cs/>