

Feedback and complaints



Let us know how we are doing

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. Either way 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 learn from our mistakes and continue to improve the service we deliver to all customers.

How to contact us

Visit a branch

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

Call us

Call us on 0800 229 943

Monday to Friday 8.30am - 7.30pm

Saturday 8.30am - 12pm

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

Write to us

NZCU Baywide Feedback

PO Box 431

Hastings 4156

Online

Complete an online feedback form www.nzcubaywide.co.nz/contact-us/feedback-and-complaints

However you choose to contact us we can ensure you that your feedback will be acknowledged within two working days.

Complaints

If you feel that your complaint has not been resolved, you can escalate it by calling the Contact Centre on 0800 229 943 and asking to speak to the Manager, Branch Sales and Service.

If you still feel it has not been resolved and would like to take it further please contact our CEO.

Gavin Earle, Chief Executive

email: ceo@nzcubaywide.co.nz

PO Box 431

Hastings 4156

Taking your complaint further

The Banking Ombudsman is a free independent service that provides help to resolve disputes between a customer and a banking service provider. For more information visit The Banking Ombudsman website www.bankomb.org.nz

