

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



Credit Union Baywide trading as NZCU Baywide. Terms and conditions and normal lending criteria apply. All variable rates, fees and returns are subject to change without notice. The current Product Disclosure Statement, other disclosure statements and rates and fees are available on the Offer Register at disclose-register.companiesoffice.govt.nz, on nzcubaywide.co.nz or on request from the Credit Union. Credit Union Baywide savings are shares secured by a first ranking security over Credit Union Baywide's assets.

NZCU Baywide is proud to be a credit union and not a registered bank.

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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

Call us on 0800 003 280

Monday to Friday 8.30am – 5.00pm

Saturday 8.30am - 12pm

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

Write to us

NZCU Central Feedback

1173 Pukuatua Street

Rotorua 3010

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 003 280 and asking to speak to the Manager.

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

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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

Call us on 0800 696 636

Monday to Friday 8.00am – 6.00pm

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

Write to us

NZCU South Feedback

Po Box 6294

Dunedin 9059

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.

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

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email: ceo@nzcubaywide.co.nz

PO Box 431

Hastings 4156

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Credit Union Baywide trading as NZCU South. Terms and conditions and normal lending criteria apply. All variable rates, fees and returns are subject to change without notice. The current Product Disclosure Statement, other disclosure statements and rates and fees are available on the Offer Register at disclose-register.companiesoffice.govt.nz, on nzcusouth.nz or on request from the Credit Union. Credit Union Baywide savings are shares secured by a first ranking security over Credit Union Baywide's assets.

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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

Call us on 0800 240 200

Monday to Friday 8.30am – 4.30pm

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

Write to us

Aotearoa Credit Union

Po Box 58424

Botany Junction, Auckland 2163

Online

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

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Aotearoa Credit Union is proud to be a credit union and not a registered bank.