

AURORA

FINANCIAL

COMPLAINTS HANDLING AND DISPUTE RESOLUTION

We have received your complaint and will be considering it following our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 business days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Financial Dispute Resolution Service (FDRS). However, you must contact FDRS within 2 months from the date when you receive our final decision. That means FDRS can only investigate your complaint if you contact them within the aforesaid timeframe.

FDRS provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction.

You can contact FDRS at —

- Telephone number: 0508 337 337 / +64 4 381 5047 (international callers);
- Email address: enquiries@fdrs.org.nz ;
- Postal Address: Freepost 231075, PO Box 2272, Wellington 6140 ;
- OR fill in the online complaints form: <https://fdrs.org.nz/complaints/make-a-complaint/> .

Kind regards,



Alex Leong
Head of Compliance
Compliance Team | Aurora Head Office

- Direct mobile: +64 (0) 27 290 0000
- Email: compliance@aurorafinancial.co.nz

Document version date: 14 September 2021

::: Aurora Financial Group Limited (FSP673551), trading as Aurora Financial, is the Financial Advice Provider :::

Level 2, 20 Augustus Terrace
Parnell, Auckland 1052
PO Box 37757, Parnell, Auckland 1151

AUCKLAND | CHRISTCHURCH | WELLINGTON | TAURANGA
E: hello@aurorafinancial.co.nz W: aurorafinancial.co.nz
P: 0508 AURORA (287672) / +64 (0) 278 AURORA (287672)