



Complaints Handling Procedure

Any complaints about kōura or our advice tools may be referred to :

kōura Complaints Manager
Freephone: 0800 527 547
Email: info@kourawealth.co.nz
Post: PO Box 47143, Ponsonby, 1144

kōura is a member of the Financial Services Complaints Limited Independent Dispute Resolution Scheme. If you've made a complaint to us and it has not been resolved within 40 days, or if you're dissatisfied with the proposed resolution, you can refer it to:

Financial Services Complaints Limited
Level 4, 101 Lambton Quay, Wellington 6011
PO Box 5967, Wellington 6145
Freephone 0800 347 257 or 04 472-FSCL
www.fscl.org.nz
complaints@fscl.org.nz