



## COMPLAINTS BROCHURE NZ

<https://www.yamaha-motor.co.nz/buying/finance-and-insurance>

## RESOLVING COMPLAINTS EASILY

We aim to provide our customers consistently great products and services. We understand at times we may not meet our customer's expectations and when this occurs, we strive to resolve any concerns as soon as possible. This document explains our process for resolving a complaint you may have about our products or services.

## IF YOU HAVE A COMPLAINT

Regardless of whether the complaint involves our products, services or the conduct of our representatives, please contact us on the below details.

**Telephone:** 0800 777 123 (Mon-Fri 8am till 6pm AEST)

**Email:** [complaints@ymf.co.nz](mailto:complaints@ymf.co.nz)

**Website:** <https://www.yamaha-motor.co.nz/buying/finance-and-insurance>

All matters are dealt with seriously and are treated in total confidence. We will always strive to resolve your complaint to your satisfaction and in timely and expedient manner.

## COMPLAINTS HANDLING PROCESS

Where you make a complaint, we will endeavour to acknowledge that complaint as soon as practicable and will do so either in writing or verbally, taking into consideration the method you have used to contact us.

- Our Internal Disputes Team will:
- Conduct a more detailed investigation into your complaint
- Keep you informed of the resolution process
- Answer any of your questions
- Aim to resolve the complaint promptly, and consistently.

We will endeavour to respond to your complaint within the regulatory timeframes.

If we cannot respond to your complaint within that period because further information or investigation is required, we will notify you in writing.

In providing our response to you, we will inform you of:

- The final outcome of your complaint including any actions we've taken to resolve it or reasons for rejection or partial rejection of your complaint.
- Your right to take the complaint to the Financial Services Complaints Ltd (FSCL) if you are not satisfied with our response; and
- The contact details for FSCL

## EXTERNAL DISPUTE RESOLUTION

We are a member of the FSCL Scheme which is an independent External Dispute Resolution Scheme (EDR). It is approved by the Australian Securities Investment Commission and reviews disputes that fall within its Terms of Reference. Its final determinations are binding on us.

If we are not able to resolve your complaint/dispute to your satisfaction, within the regulatory timeframe from when we first became aware of your complaint, you have the right to take the matter to FSCL subject to its Terms of Reference. This applies even if we are still considering your complaint/dispute.

FSCL may be contacted on:  
Financial Services Complaints Ltd  
PO Box 5967 Wellington 6140  
Phone: 0800 347 257  
Website: [www.fscl.org.nz](http://www.fscl.org.nz)  
Email: [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)