

IFSO Scheme fees

The IFSO Scheme is free for your customers.

If the IFSO Scheme investigates a complaint, there is a fixed complaint fee of \$1,000 + GST.

Participants pay an annual fee based on the type of services provided and the size of the business.

“

We chose the IFSO Scheme because it is an established body with a depth of knowledge and capacity in dealing with financial service complaints and consumers.”

Rebecca Thomas

Chief Executive Officer,
Mint Asset Management

Contact us now

Freephone:

0800 888 202

Ph:

0064 4 499 7612

Email:

membership@ifso.nz

Post:

IFSO Scheme, PO Box 10-845
Wellington 6143
New Zealand

Website:

www.ifso.nz

Join the IFSO Scheme

**Our service is independent,
impartial and free for consumers.**

Contact us on: 0800 888 202

May 2019

The IFSO Scheme is an approved dispute resolution Scheme.

The IFSO Scheme has over 4000 Participants. Financial Services provided by Participants include:

- insurance
- investments
- loans and credit
- superannuation
- financial advice and
- foreign exchange.

Our priority is to provide a cost-effective service, which offers support, guidance and business improvement opportunities.

Why join the IFSO scheme?

1 Costs of complaints are competitive and certain

- Our first contact service, helping to resolve issues raised by your customers, is free of charge
- Fixed complaint fee of \$1,000 + GST irrespective of the time and complexity.

2 Experience and expertise

- 24 years' experience resolving financial services complaints
- Extensive industry and legal expertise
- Rigorous processes and systems
- Fair, reasonable and consistent results.

3 Professional development opportunities

- On-going CPD training with IFSO Webinars
- Face to face training
- Complaints data is shared in online publications
- Template documents and resources are available for your complaints process
- We provide support and guidance to help you resolve complaints before we become formally involved, and before you incur any costs.

“

Having access to on-going professional development is important, and the IFSO scheme has provided a number of excellent webinars again this year, building on the success of previous years.”

Brent Ballantyne

General Manager Client Contact,
Partners Life

Preventing complaints is as important as resolving them.

The IFSO Scheme provides information and training, to help you improve your customer service and business practice.

Join the IFSO Scheme today

Register online

register.ifso.nz

Or contact us for assistance

Ph: 0800 888 202

Email: membership@ifso.nz

“*Complaints resolution is our core business, and with 24 years' experience, we are leaders in the field.*”

Karen Stevens

Insurance & Financial Services
Ombudsman

