

## 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.

The first complaint is free each year.

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

To view annual fees see:

[www.ifso.nz/membership](http://www.ifso.nz/membership)

“

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](mailto:membership@ifso.nz)

**Post:**

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

**Website:**

[www.ifso.nz](http://www.ifso.nz)

## Join the IFSO Scheme

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

**Contact us on: 0800 888 202**

November 2015

## 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
- “First complaint free” each year
- Fixed complaint fee of \$1,000 + GST irrespective of the time and complexity.

### 2 Experience and expertise

- 20 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](https://register.ifso.nz)

**Or contact us for assistance**

**Ph:** 0800 888 202

**Email:** [membership@ifso.nz](mailto:membership@ifso.nz)

“Complaints resolution is our core business, and with 20 years’ experience, we are leaders in the field.”

**Karen Stevens**

Insurance & Financial Services  
Ombudsman

