

Forest Enterprises Complaints Procedure

With the introduction of the Financial Service Providers (Registration and Dispute Resolution) Act 2008, all financial service providers are required to have a comprehensive internal complaints procedure and to be members of an approved external dispute resolution scheme. Forest Enterprises is a member of the independent dispute resolution service provided by Financial Services Complaints Ltd (FSCL) and approved by the Ministry of Consumer Affairs.

Our Complaints Policy

- We are committed to providing a high-quality service to all of our forest Investors. When something goes wrong, we need you to tell us about it. You should let us know of any dissatisfaction as soon as it happens so that we can investigate your complaint and hopefully resolve it.

Our Complaints Procedure

- In the event that you are not satisfied with the service you have received from us (i.e. you have a complaint), please contact Bert Hughes the company's Chief Executive Officer in writing, by email or by telephone. His contact details are -

Malte Coulmann
Managing Director
Forest Enterprises Ltd
PO Box 128
MASTERTON 5840
mcoulmann@forestenterprises.co.nz
+64 6 370 6362

- When making a complaint it is most important that you provide –
 - a) your name
 - b) the name of your forestry investment(s)
 - c) clear and complete details of the complaint including what, if any, breach of the Statement of Investment Policy and Objectives or the Deed of Scheme Management has occurred.
 - d) what you would like done about your complaint

How will your complaint be handled by us?

- On receipt of your complaint, we will send you a letter of acknowledgement and may ask you to explain the details set out. You can expect to receive our letter within five working days of receipt of your complaint.
- We will then investigate your complaint.
- Once we have established all the facts as we see them, we will send you a detailed reply to your complaint. This will include our suggestion(s) for resolving the matter if we believe resolution is possible. This will happen within five working days of us completing our investigation.
- We have 40 days to respond to your complaint and in most instances our response should satisfy your complaint.

If you are not satisfied by our response to your complaint

- If the complaint remains unresolved, the independent supervisor of the scheme can be contacted.
- If the complaint still remains unresolved, we are likely to be in dispute, therefore you may wish to pursue your complaint further with our external disputes resolution provider FSCL.
- Complaints which FSCL are able to assist you with include –
 - a) misleading information or inappropriate advice,
 - b) non-disclosure of fees or terms for a service provided,
 - c) transaction disputes,
 - d) breaches of statutory obligations,
 - e) breaches of contract,
 - f) any other matters provided for by FSCL.



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Forest Enterprises is the business name of Forest Enterprises Growth Limited and its subsidiary Forest Enterprises Limited. Forest Enterprises Limited is licensed to manage Managed Investment Schemes (excluding managed funds) which are primarily invested in forestry assets.

- Complaints which FSCL are NOT able to assist you with include –
 - a) the level of a standard fee or charge except a complaint concerning non-disclosure or misrepresentation or incorrect application of the standard fee or charge,
 - b) the performance of the investment,
 - c) the management of the investment as a whole,
 - d) a complaint previously resolved by FSCL or by any other formal procedure,
 - e) if you are not prepared to agree to confidential information about you and your investment held by Forest Enterprises being disclosed to FSCL,
 - f) if the complaint is not lodged within 6 months of being eligible to lodge a complaint,
 - g) where the value of the complaint exceeds \$200,000.

Financial Services Complaints Limited (Contact Details)

Website: www.fscl.org.nz

Email: info@fscl.org.nz

Telephone: 0800 347 257

Fax: 04 472 3727

Postal Address: PO Box 5967, Lambton Quay, Wellington 6145

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