

# Making a Complaint

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 disputes resolution service provided by Financial Services Complaints Ltd 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 complaint as soon as it happens so that we can investigate your complaint and work towards resolving 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 our Managed Investments Director, Graeme Tindall in writing, by email or by phone:

### Graeme Tindall

Managed Investments Director, Forest Enterprises  
PO Box 128  
Masterton 5840, NZ

Office +64 3 670 6360  
DDI +64 6 370 6363  
Mob. +64 27 320 2731

[gtindall@forestenterprises.co.nz](mailto:gtindall@forestenterprises.co.nz)

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,
- 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.



5 Papawai Place, Masterton 5810 | PO Box 128, Masterton 5840, New Zealand  
Office +64 6 370 6360 | Fax +64 6 370 6369 | [www.forestenterprises.co.nz](http://www.forestenterprises.co.nz)

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

## What happens if you are not satisfied by our response?

If you are not satisfied with our response to your complaint we are likely to be in dispute, therefore you may wish to pursue your complaint further with our external disputes resolution provider Financial Services Complaints Ltd (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.

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.

MEMBER OF:



FINANCIAL SERVICES COMPLAINTS LTD

If we cannot agree on how to resolve the complaint, you can contact FSCL. FSCL are an independent, not-for-profit, external dispute resolution scheme approved by the Minister of Consumer Affairs.

FSCL's service does not cost you anything and they will help resolve the complaint.

### Financial Services Complaints Limited

PO Box 5967  
Wellington 6011, NZ

Freephone 0800 347 257 (within New Zealand)

International callers +64 4 472 3725

[complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

[www.fscl.org.nz](http://www.fscl.org.nz)

## Conclusion

Even if you do not wish to make a complaint following this procedure, we would still appreciate your feedback on any matter arising from your contact with Forest Enterprises with which you are dissatisfied or believe should have been addressed in a different manner.

**Graeme Tindall**  
**Managed Investments Director**  
**13 November 2020**

