

Complaints handling and dispute resolution.

Gotham Tech Limited t/as LoanOptions.ai takes all complaints seriously and works to resolve them as quickly as possible. If you wish to obtain information about how to make a complaint and an overview of our internal complaints process please email info@loanoptions.ai. If you are unhappy with our financial advice service, and wish to make a complaint, please contact your financial adviser so he or she can try to put things right.

Our website also provides information about, and the contact details of, the dispute resolution scheme we belong to. That scheme provides a free and independent service that may help investigate or resolve your complaint if we haven't been able to resolve your complaint to your satisfaction.

If you do not feel comfortable discussing your concerns with your adviser, you can call us on 0800 467 006 between the hours of 8:30 am – 5 pm weekdays. Email us at info@loanoptions.ai or write to us at SUITE A FLOOR 8, 152 QUAY STREET, AUCKLAND, 1010, addressing your letter to the attention of the General Manager.

How your Complaint will be handled

We will deal with your complaint using our internal complaints handling process:

- We will investigate your complaint by analysing the information you provided us; and We may contact you to get additional information about your complaint; and We aim to resolve your complaint within 20 business days of its receipt and advise you, in writing, our proposed resolution to your complaint.

If we cannot resolve your complaint within 20 business days of receipt (or any additional time you have given us thereafter, at our request) you can contact the Financial Services Complaints Ltd (FSCL).

FSCL provides an independent external dispute resolution service to consumers with complaints about their financial service providers. This service will cost you nothing and will help us to investigate or resolve your complaint if it is not resolved to your satisfaction using our internal complaints process. You can contact the Financial Services Complaints Scheme at:

A: Level 4, 101 Lambton Quay, Wellington 6011 or P O Box 5967, Wellington 6140

E: complaints@fscl.org.nz

W: www.fscl.org.nz

T: 0800 347 257 or +64 4 4723725