

OUR COMPLAINTS GUIDE



We're here to help - and we take your concerns seriously. If something hasn't gone quite right, we want to know so we can make it better.

How to raise concerns or complaints.

You can contact us through any Westpac branch, relationship manager, call centre, or our website.

What to include.

To help us respond quickly and fairly, please provide:

- Your name and address
- A brief summary of your concerns
- What you'd like us to do to make it right
- Your preferred contact method (phone or email)
- Any other relevant details.

What happens next.

We'll acknowledge your concerns within five business days, provide a reference number, and keep you updated. Once we've reviewed everything, we'll share:

- Our response
- What we found
- Why we made that decision.

Get in touch.



0800 400 600 weekdays 7am - 8pm and weekends 8am - 5pm
(or **+64 9 912 8000** for overseas customers, international toll charges apply)



customer_support@westpac.co.nz



Visit your local branch



Westpac New Zealand Limited

PO Box 934, Shortland Street, Auckland 1140, New Zealand.

Customer Solutions – if your concerns remain unresolved.

Our team is here to support you and take your concerns seriously. We'll keep you updated throughout the process so you know what's happening and when.

Once we've completed our review, we'll:

- Share our final response
- Explain what we found
- Let you know how and why we reached our decision.

We're committed to clear communication and fair outcomes every step of the way.

Contact the Customer Solutions team.



0800 351 494 (or +64 9 374 8275 for overseas customers, international toll charges apply)



customersolutions@westpac.co.nz



Westpac Customer Solutions

Freepost 125436, PO Box 934, Auckland 1140, New Zealand.

If you're still unhappy.

If you're not satisfied with our response after we've fully reviewed your concerns, you can contact the **Banking Ombudsman Scheme** – a free and independent service that helps customers resolve issues with their bank.

They can:

- Review your concerns and Westpac's response
- Offer advice on whether the proposed outcome is fair and reasonable
- Help investigate or resolve your complaint.

Before the Banking Ombudsman can formally look into your concerns, they must first be reviewed by our **Customer Solutions** team.

We encourage you to reach out to the Banking Ombudsman Scheme with an overview of your concerns and our response. They're here to help.

Contact the Banking Ombudsman Scheme.



0800 805 950



help@bankomb.org.nz



bankomb.org.nz



Banking Ombudsman Scheme

Freepost 218002, PO Box 25327, Wellington 6140

Level 5, Huddart Parker Building, 1 Post Office Square, Wellington 6011.

