



Caterpillar Financial New Zealand Limited (NZBN 94290362400500)

## Complaints Handling Process

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Caterpillar Financial New Zealand Limited ("CFNZ") values your feedback (including complaints and compliments) so we can improve your finance experience.

We are always looking for ways to improve our service to you. If something has gone wrong, we want to know.

Please send an email to [CFNZ.CustomerService@cat.com](mailto:CFNZ.CustomerService@cat.com) and tell us what has happened and how we can resolve matters. If you have any documents or correspondence that will help us understand your complaint, please attach them to your email.

### **1. How to contact us**

When we receive your complaint, we will:

- Acknowledge your complaint within two working days
- Gather and evaluate information about your complaint
- Respond to you within 20 working days

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If we cannot resolve your complaint to your satisfaction, you can contact Financial Services Complaints Limited – A Financial Ombudsman Service (FSCL) within 3 months from the date of our final decision. They are an independent, not-for-profit, external dispute resolution service approved by the Minister of Consumer Affairs.

### **2. Your review options**

FSCL's role is to investigate and fairly resolve complaints. Their service is free (it does not cost you anything).

FSCL's contact details are:

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

Phone: 0800 347 257

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

Post: FSCL, PO Box 5967, Wellington 6140