



solutions for you

## Complaints disclosure

### Our contact details

---

Name of Company : Thorner Investment Services Ltd, is a Financial Advice Provider (FAP), licensed and regulated by the Financial Markets Authority to provide financial advice. The Financial Services Provider (FSP) number is 121545

Name of Adviser : Peter John Masterton West. I am the sole adviser for Thorner Investment Services Ltd.  
My Financial Service Provider (FSP) number is 64081

*You can contact us at:*

Physical address : 22-26 Main Street, Upper Hutt

Postal address : PO Box 40-190, Upper Hutt 5140

Phone : 04 939 2902

Cell : 027 266 2023

Email : [peter@thorner.co.nz](mailto:peter@thorner.co.nz)

Website : [www.thorner.co.nz](http://www.thorner.co.nz)

*Internal and External complaints procedures are detailed overleaf*

## Internal complaints process

---

We have received your complaint and will be considering it following our internal complaints process as follows:

- We will consider your complaint and let you know how we intend to resolve it.
- We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we cannot, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

## External complaints process

---

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme – The Insurance & Financial Services Ombudsman. This service will cost you nothing and will help us resolve any disagreements. You can contact The Insurance & Financial Services Ombudsman at:

**Physical address:**

IFSO Scheme Inc.  
Level 2, Solnet House  
70 The Terrace  
Wellington 6143

**Telephone number:** 0800 888 202

**Postal address:**

IFSO Scheme Inc.  
P O Box 10845  
Wellington 6143

**Email address:** [info@ifso.nz](mailto:info@ifso.nz)

**Website:** [www.ifso.nz](http://www.ifso.nz)