

# The Banking Ombudsman



## Me Pēhea Te Whakatakoto He Whakapae [How To Make A Complaint]

I mua noa atu o te kaha o Te Kaitiaki Mana Tangata Pēke Moni ki te whiriwhiri i tētahi whakapae, me tino whakapā atu koe ki te pēke kei te whakapaetia, me te tono atu kia arotakengia tō whakapae mā āna huarahi whakahaere whakapae ā-rotu. Ko te huarahi pai kē mōu ko te tuhi i tō whakapae ki te pēke, ā me tuku atu ki te tari whakapae o taua pēke. Ka kitea ngā kōrero whakapā mō te pēke i roto i te rārangi o Ngā Pēke E Whai Wāhi Ana.

Ki te kore te whakaritenga a te pēke e reka ki a koe, kei Te Kaitiaki Mana Tangata Pēke Moni pea te āwhina mōu. Ki a mātou nei, me tuhi mai koe ki te tari nei me te whakaatu i ngā kōrero e pā ana ki tō whakapae, ā, he aha te paremata, te whakatikanga rānei kei te rapua e koe. Tukua mai hoki ngā pārongo katoa ki ōu whakaaro kei te hāngai ki tō whakapae, pērā i ngā tārua o ngā reta, me ngā tārua mō ngā pūrongo pēke. Ki te taea tā mātou puka whakatakoto whakapae, ahakoa ehara i te mea nui, he āwhina rawa atu tēnā. Ka taea taua puka whakatakoto whakapae te whakawhitihia mai i konei:

Mērātia tō puka kua oti te whakakī, me ngā tuhinga katoa e hāngai ana, ki:

**Office of the Banking Ombudsman**  
**PO Box 10-573**  
**The Terrace**  
**WELLINGTON**

**Waea whakaahua:** (04) 471-0548  
**Īmēra:** [help@bankombudsman.org.nz](mailto:help@bankombudsman.org.nz)

Mehemea he pātai āu, kei te hiahia āwhina rānei ki te whakakī i te puka whakatakoto whakapae, me waea koa mai ki te nama waea **0800 805 950**, me Īmēra rānei ki [help@bankombudsman.org.nz](mailto:help@bankombudsman.org.nz).

Mehemea kua whiwhi koe i tētahi karere whakamutunga, he karere “whakamārari” rānei mai i te pēke, e tohutohu ana e rua ngā marama kei a koe hei kawē i tō whakapae ki Te Kaitiaki Mana Tangata Pēke Moni, he mea nui rawa kia whakapā mai koe ki a mātou i roto tonu i te rua marama o te rā o te karere a te pēke. Ki te kore koe e pērā mai, kāore tō whakapae e taea te hōparatia e Te Kaitiaki Mana Tangata Pēke Moni.

## How to contact us

Write to: The Office of the  
Banking Ombudsman  
PO Box 10-573  
The Terrace  
WELLINGTON

or telephone: 0-4-471 0006  
freephone: 0800 805-950  
fax: 04 471-0548  
Email: [help@bankombudsman.org.nz](mailto:help@bankombudsman.org.nz)  
web: [www.bankombudsman.org.nz](http://www.bankombudsman.org.nz)