



## Feeling Dissatisfied? Didn't get the service you expected?

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At Kontiki Finance Customer Service is very important to us. We are certain that maintaining relationships with both our prospective and current Customers is paramount in growing our business.

Word of Mouth referrals account for a large percentage of the business we transact every day. That is why your satisfaction is important to us.

*Please tell us if you have a complaint or wish to provide feedback – good or bad.*

We need to know when we get it right but also when we get it wrong. This is so we can improve our service. If you don't tell us, we may not understand there is an issue or a way we can improve our product or our service.

### **What to do if you have a complaint?**

Contact our Customer Complaints Officer at our office, address noted herein, or by telephone on 330 3400 or email [customer@kontikifinance.com](mailto:customer@kontikifinance.com)

We have in place an internal complaints and dispute resolution process designed to deal promptly and fairly with complaints. We welcome your call at any time to discuss the problem and we may be able to resolve it immediately. If you are not satisfied with the result or we are unable to resolve your complaint immediately tell us how you would like the matter resolved. Your complaint will be escalated to senior management for review and resolution.

## How long will it take?

If you raise an issue with us, we will address it as quickly as possible. Most complaints are resolved within one business day. However, some cases are complex and more people need to be consulted. We will always resolve your situation within 7 working days. Throughout this time, we will update you regularly so you are aware of what is happening.

If then you are not satisfied with the resolution, or any extended time that we have taken, you have a right to refer your complaint to:

### CHIEF MANAGER

**Financial Systems Development Group**

**Reserve Bank of Fiji**

**Tower 6, RBF Building, Pratt Street, Suva**

**Telephone: +679 322 3381**

**Email: [complaints@rbf.gov.fj](mailto:complaints@rbf.gov.fj)**

## About Us

Kontiki Finance Limited is a financial services company specializing in motor vehicle purchase loans and loans secured over vehicles. Whether you are an Individual, Partnership, or small to medium enterprise, you can talk to Kontiki Finance about your next asset purchase or how to free up cash to make your next purchase.



P: +679 330 3400 | F: +679 330 3401

E: [enquiries@kontikifinance.com](mailto:enquiries@kontikifinance.com)

[www.kontikifinance.com](http://www.kontikifinance.com)



# Customer Complaint Form

Name of person making complaint: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Address: \_\_\_\_\_

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Nature of complaint:

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Results of investigation:

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Action taken:

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\_\_\_\_\_

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Date complainant contacted with the results of the investigation and action taken:

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Initials of person investigating Complaint: \_\_\_\_\_