

Get in touch

We appreciate you taking the time to get in touch and giving us the opportunity to help where we can.

If your feedback concerns a complaint then, whichever way you contact us, we aim to resolve things – and as quickly and efficiently as possible.

There are several ways to contact us:

Step 1

Visit any Westpac Branch

One of our team may be able to help you there and then.

Call us

You can call us on **0800 400 600**, between 7am and 11pm, seven days a week.

Online

There is an online feedback form on our website www.westpac.co.nz. This is an easy way to send us your compliments, complaints or suggestions.

Step 2

Customer Solutions Team

If we couldn't resolve your concern in our branch, through the call centre or our website, you can contact our Customer Solutions Team.

This team can be reached by phone, on 0800 351 494 Monday to Friday between 9am and 5pm, or you can write to them at:

Westpac Customer Solutions

FreePost 125436
PO Box 934
Shortland Street
Auckland 1140

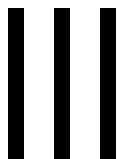
You can use the freepost feedback form provided.

Folding and sealing instructions

Please seal this form and give it to one of our staff or post it to us – you don't need a stamp.

1. Moisten the three strips around the inside of the form
2. Fold the bottom panel up
3. Fold the top panel down to seal
4. Press down firmly and post or give to one of our staff

Westpac Customer Solutions
FreePost 125 436
P O Box 934
Shortland Street
Auckland 1140



FreePost Authority No. 125 436

Your comments continued

Thank you for taking the time to let us know what's happened. We value your business. If your feedback is about a concern you have, we will try to resolve things as quickly as possible. You can expect a reply from us within five working days after we get your form.

The Banking Ombudsman Scheme

If you have an issue that has not been resolved to your satisfaction, you can contact the Banking Ombudsman Scheme. The Banking Ombudsman Scheme is a free and independent service, there to help people resolve complaints with their bank.

Contact the Banking Ombudsman Scheme by phone on **0800 805 950**, through their website www.bankomb.org.nz, or by email help@bankomb.org.nz.

You can also write to them at:

Freepost 218002
PO Box 25 327
Featherston Street
Wellington 6146

The Banking Ombudsman Scheme will only consider matters that have already been considered by the relevant bank's internal processes. So please discuss your concern with us first before contacting the Banking Ombudsman Scheme.

More information about the Banking Ombudsman Scheme is on their website.



Your Feedback

Today's date DAY / MONTH / YEAR

Your details

Your name
Address
Email address
Westpac account number
Phone (daytime) Best time to contact you

Your preferred means of contact:

The information you provide on this form is confidential and will only be used to help us resolve things to your satisfaction. I understand that by completing this form I will be providing personal information about me which will be held securely by Westpac New Zealand Limited and/or any entity within the Westpac group. I have the right to access and correct this information subject to the provisions of the Privacy Act 1993. This information may be used to update other information about me by any member of the Westpac group.

Tell us what's happened

[Lined area for text input]

If things have not gone to your satisfaction, what outcome would you like?

[Lined area for text input]

If you need more room for your comments, please continue over the page. Or you can put this form and any other information you want to supply in an envelope and send it to us at: Westpac Customer Solutions, FreePost 125 436, PO Box 934, Shortland Street, Auckland 1140, New Zealand.