



# Dispute Resolution Scheme

**BlackBull Markets Limited**

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# Financial Services Complaint Limited (FSCL)

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The FSCL is a not-for-profit external resolution scheme for Financial Service Providing Firms. The FSCL is independent ensuring fairness and is free for you to engage and participate in.

The purpose of the FSCL is to act as a consumer watchdog against any nefarious activity within the Financial service providers industry of New Zealand. BlackBull Markets is proud to be a member of the FSCL with the membership number 5623. [To view the Black Bull Group FSCL membership, click here.](#) Please note, we registered under the name Black Bull Group Ltd when searching the FSCL database.

If the client is dissatisfied with a proposed dispute solution, following the internal disputes resolution process, and as such no resolution can be agreed to; the client will have the ability to take the dispute up with FSCL Disputes Resolution scheme where, as mentioned, Black Bull Group is a registered member.

As we are a participant, our clients are able to lodge a complaint at no cost if we mutually fail to resolve the issue after following the Internal Disputes Resolution.

When referring a complaint to the FCSCCL the process is helped by adding the following information:

- What you think BlackBull has done wrong?
- How has our action or omission has affected you?
- What you would like to happen to put things right?

Your complaint will be dealt with professionally and fairly by the FSCL, and they will endeavour to find a resolution that is the best outcomes for both parties.

## FSCL Contact Details:

**Name:** FSCL (Financial Services Complaints Limited)

**Website:** <http://fscl.org.nz>

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

**Toll Free:** 0800 347 257

**Phone:** +64 4 472 3725

**Physical Address:** 4th Floor, 101 Lambton Quay, Wellington, 6145, New Zealand

**Postal Address:** PO Box 5967, Lambton Quay, Wellington, 6145, New Zealand



# Internal Dispute Resolution

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BlackBull Group Limited (BlackBull Markets) offers clients Internal and External Complaints Resolution procedures. Clients are encouraged to initially try to resolve any complaints or disputes through the internal Complaints handling procedures, which are:

## 1. Submit your complaint to [compliance@blackbullmarkets.com](mailto:compliance@blackbullmarkets.com)

Please put your comment in writing and provide as much information as possible including your details, account number, name, dates, times, names of person(s) involved, what happened and anything else you feel is necessary to mention regarding your dispute

## 2. Confirmation from BlackBull Support Team

Once you have submitted your complaint you will receive a confirmation email within 24 hours. The confirmation email will acknowledge the receipt of your complaint and will provide you with an approximate date by when you should receive a response from BlackBull Markets Team.

## 3. Response from BlackBull Markets

BlackBull may request further information regarding the dispute, or have questions that need clarification further clarification so that we can best meet your needs. You will be notified and given an opportunity to respond providing further information or defending your stance. Once all the information has been gathered BlackBull Markets will issue a response with the company's position on the matter and in most cases, we will offer solutions to resolve the disputes in question.

*Please note that whilst we aim to respond to a complaint within seven days, certain circumstances require due-diligence and have more than one party involved which can delay the process.*

## 4. Resolution

If both parties are satisfied with the outcome a letter will be sent or emailed to the customer with the final resolution.

Kind Regards,

The BlackBull Markets team.