Strategic framework 2023 –2026

Our purpose

To help resolve and prevent problems to improve banking for our communities

Prevent complaints

Identify

the root causes of complaints

Share

insights to encourage best practice by banks and informed decisions by customers

Collaborate

with stakeholders and other agencies to build financial capability and promote high standards of conduct

better banking

Resolve complaints

Listen

actively, objectively and empathetically to guide and help both sides

Facilitate

early, mutually agreed solutions

Decide

promptly and clearly, to ensure fair outcomes

Our values

Everything we do is guided by the following values:

Manaakitanga: Respect
Ararau: Understanding
Kairangi: Honesty
Tauutuutu: Collaboration
Auahatanga: Excellence