



Ngā amumau ki ngā kamupene hiko, kapuni rānei

Mehemea he tautohe tāu ki tētahi kamupene hiko, kapuni rānei, ka taea pea koe te āwhina e te Kōmihana mō ngā Amuamu Hiko me te Kapuni.

He kaupapa tō te Kōmihana hei whakatatū i ngā tautohe i waenga i te tangata, i ngā umanga hoki, me ngā kamupene hiko, kapuni hoki.

Ka noho koreutu tēnei Kaupapa ki te hunga tāpae i te amuamu.

Te Kaupapa Kōmihana mō ngā Amuamu Hiko, Kapuni hoki

Ka kapi katoa i tēnei kaupapa ngā kamupene hiko, kapuni kua whakauru mai hei mema. Ka wātea katoa te kaupapa ki ngā umanga hokohoko hiko, kapuni, ngā kamupene whakatū waea kawē hiko, me ngā kamupene tuari kapuni.

Ka taea e koe te kite mehemea he mema tētahi kamupene hiko, kapuni rānei i raro i te Kaupapa. Waea atu ki te kamupene ki te pātai, tirohia rānei te pae tukutuku o te kamupene.

Ka āhei te Kōmihana ki te tiroiro i ngā wāhanga katoa o tētahi amuamu kāore anō kia tau, ki tētahi kamupene mema. Ko ētahi o ngā take e kitea nuitia ana ko ngā nama, ko ngā motukanga, me te ratonga ki te kiritaki.

Whakapā mai ki te Kōmihana

Whakapā mai ki te Tari o te Kōmihana kia mōhio ai mātou kei te hiahia koe ki te whai i te Kaupapa. Whakamōhiohia mai mehemea kei te hiahia ratonga whakamāori koe.

Ka pai noa iho ki te tari te kōrerorero mō tētahi amuamu ahakoa he aha. Mehemea ehara i te amuamu i raro i te Kaupapa, ka taea pea te tohutohu atu ki a koe ko wai te tangata tika hei āwhina.

Tukua mai (mā te reta, mā te waea whakaahua, mā te ī-mēra rānei) me ngā taipitopito o tō amuamu ki te Kōmihana.

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Wellington 6145

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I-mēra info@egcomplaints.co.nz
Pae tukutuku www.egcomplaints.co.nz

Kōrero ki te kamupene i te tuatahi

Mehemea he amuamu tāu ki tētahi kamupene hiko, kapuni rānei, kōrero ki te kamupene i te tuatahi. Waea atu, tuhi atu rānei ki te kamupene me te whakamārama kei te hiahia koe ki te tāpae amuamu. He mea nui kia whakamahia te kupu ‘amuamu’ e koe, kia mōhio ai te kamupene āe, kei te tāpae amuamu koe.

Mehemea he mema te kamupene nō te Kaupapa, e 20 ngā rā ki a ia ki te kimi whakataurua. Mehemea he poto rawa tēnei wā, e ai ki te titiro a te kamupene, me mātua inoi ki te Kōmihana kia hoatu he wā roa kē atu.

Me whakamahi koe i te Kaupapa āwhea?

Me whakamahi koe i te kaupapa mehemea:

- kāore anō kia huaina e te kamupene he whakataurua tōtika ki ō whakaaro, i roto i ngā rā 20 (i roto i tētahi whakaroatanga rānei nā te Kōmihana i whakarite)
- kāore te kamupene e mahi i tētahi aha mō tō amuamu
- he wharanga nui ki a koe rānei te tatari mō te whakataurua.
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Ka titiro te Kōmihana ki ā kōrua kōrero ko te kamupene, ā, māna hoki kōrua e āwhina ki te kimi whakataurua e tika ana.

Mehemea kāore kōrua ko te kamupene e whakataurua i te tautohe, ka āhei te Kōmihana te whakaputa whakataurua e herea ai te kamupene.

Kāore hoki te Kaupapa e kaha ki te tiroiro ki ngā amuamu mō ngā utu e namatia nei e ngā kamupene mō ā rātou ratonga, mō ngā amuamu rānei he nui kē atu te nama i te \$20,000. Ka āhei te Kōmihana te tiroiro ki ngā amuamu piki atu ki te \$50,000 mehemea kei te whakaae te kamupene.