Premium Distributors Limited
Trading as KGM New Zealand (KGM)
Complaints Policy

Have you recently experienced a concern with your KGM vehicle? Has something happened during your repair or service that has left you unsatisfied?

Unfortunately, sometimes things can go wrong. No matter what kind of concern you're experiencing with your KGM product or service, we're here to help you through it.

Here's what you need to know about how to make a complaint about one of our products or services.

Where can you make a complaint?

Our aim is to make sure that KGM owners have quick and easy access to our complaints process. If you would like to get in touch with us to make a complaint, you can contact our Customer Relations Team by phone, email or by visiting our website. Please refer to details below;

Telephone	0800 510 015 (Monday to Friday 9.00am – 5.00pm NZST)
Email	feedback@kgm.co.nz
Website	https://www.kgm.co.nz/

On receipt of your complaint you can expect to hear from us within 2 to 4 business days of us receiving your correspondence. If you have made a complaint via email or our website, you will receive an automatic acknowledgement email, which confirms that we have received your complaint and that we will contact you shortly about it.

Our commitment to complaint handling

Whether your problem occurred off the beaten track or cruising on the open highway, we are committed to solving your problems quickly and efficiently, so you and your KGM can get back on your journey as soon as possible. We will always work with you to resolve your complaint, equitably and objectively and without bias. Our aim is to find a solution for you that is fair and reasonable with minimal inconvenience to you.

What information will you need from me for me to lodge a complaint?

When we first speak with you about your complaint, we will ask you some questions to help us better understand your situation. Common information that we will usually require (and which it would be useful for you to have on hand when making your complaint) may include:

- Your KGM vehicle's "vehicle identification number" (or VIN). You can find this in the engine bay area of your vehicle, on your registration papers and/or in the service and warranty handbook in the Owner's Wallet that came with your vehicle when purchased new;
- Your vehicle's license plate number;
- Model, variant and model year details of your vehicle;
- A brief description of the concern you say you are experiencing, including:
  - When and where did it start happening?
  - Did you notice anything else happening when the concern occurs?
  - What you think may have caused the concern?

    - When did you last service your vehicle? Please provide any relevant service history records if serviced outside of an Authorised KGM Service Centre.
- Ownership history of your vehicle e.g. When did you purchase your car and from whom? Did you purchase it new or used?
- Have you taken your vehicle into an authorised KGM Service Centre regarding the concern? If so which one and have they diagnosed the car?

In turn, we will provide you with information in relation to your complaint, including: -

- Your Case Ticket number, which you can use to track the progress of your complaint;
- The name of your case manager;
- How much time we expect we will need until we contact you again;
- Any additional information we may need from you, or someone else (such as a service centre) to help us understand the issue including the root cause of any issue alleged by you and a solution.

What happens once I have lodged my complaint with KGM?

Once you lodge your complaint with us, we will take appropriate steps to promptly and thoroughly investigate and resolve your case. As necessary, we may get in touch with you to discuss your case further or request additional information. We may also need to get your vehicle into one of our authorised KGM Service Centres for further diagnosis.

We will always treat you with respect and courtesy and we ask that you treat our dedicated staff with the same respect and courtesy in return.

Depending on the nature of your complaint we may need more time than initially anticipated before we can come back to you with a resolution or response. If we cannot meet the initial time frames provided we will be sure to let you know.

Once your concerns have been investigated, we will get in touch with you and let you know about:

- The actions we took in response to your complaint,
- The reason(s) why we have made any decision,
- The outcome of your complaint,
- The remedy (if any) that we have deemed appropriate to solve your complaint; and
- The ways you can have your complaint further escalated.

If, during the complaints process, you feel that we do not meet your expectations, you may request that your complaint is escalated to our Customer Relations Manager. If you do make a request for escalation, we may ask for your reasons for escalation. If our Customer Relations Manager takes on your complaint, they will review the information on your case file, and decide how best to have your complaint resolved. If our Customer Relations Manager can't resolve your problem, it may be further escalated to our Head of Customer Experience.

Feel like we still haven't heard you?

If, at the end our complaints process, you are still not satisfied with our response/resolution, you can make a complaint to your relevant state or territory fair trading office for further advice/assistance. These include:

Contact Details	
Consumer Protection & Fair Trading	Commerce Commission (Te Komihana Tauhokohoko) PO Box 2351 Wellington 6140 T: 0800 943 600 https://comcom.govt.nz
Consumer Rights Advice	Consumer Protection – MBIE (Ministry of Business, Innovation & Employment) PO Box 1473 Wellington 6140 T: 0508 426 678 https://www.consumerprotection.govt.nz
Motor Vehicle Dealer Licencing	Motor Vehicle Traders Register (MBIE) PO Box 5004 Wellington 6145 T: 0508 668 678 https://www.motortraders.govt.nz
Motor Vehicle Disputes	Motor Vehicle Disputes Tribunal (MVDT) Ministry of Justice PO Box 10-167 Wellington 6143 T: 0800 367 6838 https://mvdtt.govt.nz
Consumer Disputes up to $30,000	Disputes Tribunal (part of Ministry of Justice) Contact via local District Court T: 0800 268 787 https://disputestribunal.govt.nz
Transport Agency	NZ Transport Agency (NZTA / Waka Kotahi) Private Bag 6995 Wellington 6141 T: 0800 699 000 https://www.nzta.govt.nz
Financial Products & Services	Financial Markets Authority (FMA) PO Box 1179 Wellington 6140 T: 0800 434 566 https://www.fma.govt.nz
Banking & Insurance Disputes	Financial Services Complaints Ltd (FSCL) PO Box 5967 Wellington 6140 T: 0800 347 257 https://www.fscl.org.nz
Other Approved Financial Dispute Schemes	Banking Ombudsman Scheme – https://bankomb.org.nz Insurance & Financial Services Ombudsman – https://ifso.nz Financial Dispute Resolution Service – https://fdrs.org.nz

You may also consider getting independent legal advice from a suitably qualified lawyer about your case and what legal options may be available to you.

Your feedback

At the end of the complaints process, we may ask for your feedback on your complaint management experience. If you have the time, we would love to hear back from you with any concerns, thoughts and suggestions, so that we can use this to continuously improve our complaints handling process.

Privacy

When you make a complaint, we will need a couple of personal details from you, so that we can properly respond to your complaint. We respect your privacy during the complaints process, and will not disclose your personal information, without your consent unless required by law. However, we may need to disclose some personal information to our KGM retailers, authorised KGM Service Centres, related companies or third parties that provide us with services, such as the KGM manufacturer in Korea, to move your complaint along. We will assume that you consent to us passing your Personal information on (if necessary) unless you tell us otherwise. We will always only collect, store, use and disclose your Personal Information in accordance with our Privacy Policy which can be viewed at: https://www.kgm.co.nz/privacy-policy.

Can I make a complaint on behalf of someone else?

If your complaint is in respect of the quality of a particular vehicle or service and you are not the legal owner of the vehicle, or the person to whom the service was supplied, we will need written confirmation of the legal owner's consent (or in the case of a service, the person to whom the service was supplied) for you to act on their behalf before we can deal with you regarding the complaint. We may also ask you for relevant proof of consent before being able to deal with you.

Owner's Manual

As we are sure you would appreciate, modern motor vehicles are incredibly complex, incorporating a huge number of component parts, systems, fluids and technology. If your complaint pertains to the operation of your KGM motor vehicle, we strongly recommend that you first refer to the relevant pages of your vehicle's Owner's Manual before making a complaint. This may assist in helping you and us to more quickly get to the bottom of a particular issue or concern you are facing.

Further information

Our aim is to make sure that KGM owners have quick, easy to access information about our complaints handling policy. If you need some more information about our complaints handling process, we'd love to hear from you on 0800 510 015 or at feedback@kgm.co.nz.