

Below is a list of documents that we advise your client to assemble before they lodge a dispute with us. You should also encourage your client to use the same notepad to record notes relating to conversations about their dispute – this will make it easier for them to keep track of all correspondence.

It is possible that your client won't have everything recommended on the checklist. Regardless, you should still organise all of the documentation available and lodge your dispute.

General

Copies of letters and/or email correspondence between your client and the FSP relating to the product/service and their dispute. **(Note:** If any documents are missing that are held by the FSP, ensure that you request to have these sent to you.)

Timeline of the events of the dispute

Banking & finance

Bank and account statements relevant to the dispute

Financial Planner's Statement of Advice

Financial Difficulty

A completed statement of financial position. Complete our form [online](#), or [click here](#) to download a paper version.

A copy of any letters to the FSP that show what assistance was requested, and when

Insurance

Copy of Policy Schedule, Certificate of Insurance, Terms & Conditions etc

Photographs and / or videos that show what your claim is related to

Any independent reports relating to the loss (eg Council reports)

Statements from you and / or witnesses as to the date, times and circumstances that gave rise to your insurance claim

Your estimate of the extent of the loss suffered, together with copies of any quotations, receipts or invoices indicating monies spent on repairs

Financial Advice, Stockbroking and Managed Investments

Financial plans or statements of advice

Investment or account statements

Maladministration in lending

Copy of supporting documentation provided to FSP including business plans, budget forecasts, statement of income and expenses, pay slips, tax returns.

Details of financial position at the time the credit facility was taken out

If the credit facility refinanced an existing facility from another FSP, provide full details of the previous debt.