

Te reo Māori

Nau mai ki te Whakatau Wenewene Ahumoni (Financial Dispute Resolution – FDR).

He ratonga koreutu a FDR mō te whakatau wenewene i waenga tāngata me ērā kaiwhakarato ahumoni e hoatu ana i ngā ratonga ahumoni me ngā tohutohu ahumoni ki a rātou.

Tērā pea kua hoatu tō kaiwhakarato ahumoni ki a koe i ngā tohutohu ahumoni, i tētahi pūtea taurewa, i tētahi utunga tōmua, kua hoatu taurewa rānei pea ki a koe he pūtea hei hoko i tētahi mea pēnei i te motokā, hei whakarite hoko putuputu rānei. Ka whai wāhi pea ki ngā tohutohu ahumoni he tohutohu mō te rīanga, te mōkete, ngā kaupapa ahungarua rānei.

Ka āhei hoki ngā pakihi iti, he iti ake i te 20 ngā kaimahi ukiuki kei reira, te whakamahi i te ratonga FDR.

Mēnā he wenewene tāu ki tētahi kaiwhakarato ratonga ahumoni, me titiro ki ēnei mea i mua i tō whakapā mai ki a FDR.

- **He mema nō FDR te kaiwhakarato ratonga ahumoni?** Mēnā kāore, e kore a FDR e whaihanga i tō wenewene. Me mātua whakamahi i te kaupapa wenewene e whai wāhi ai te kaiwhakarato ratonga ahumoni. Kā āhei koe te pātai he aha te kaupapa whakatau wenewene o taua kaiwhakarato. Me whai wāhi rawa ngā kaiwhakarato ratonga ahumoni katoa ki tētahi kaupapa whakatau wenewene, ā, kāore he utu ki te kiritaki mō te whakamahi i te katoa o aua kaupapa whakatau wenewene.
- **I tukuna e koe te amuamu ki te kaiwhakarato ratonga ahumoni?** Mēnā he amuamu tāu me mātua tuku atu ki te ratonga ahumoni i te tuatahi me te hoatu i ngā marama e toru mō te urupare. Mēnā ka urupare rātou, ā, kāore i te pai te hua ki a koe, ka āhei koe te tuku mai ki FDR.
- **I pupū ake te mahi, te pūtake rānei o te wenewene i te 1 o Whiringa-ā-nuku 2010, i muri rānei?** Ka āhei noa iho a FDR te whai whakaaro ki ngā mahi i tūpono i muri i te 1 o Whiringa-ā-nuku 2010, i muri rānei i te rā i hono ai te kaiwhakarato ratonga ki FDR.
- **Kei te whai whakaarohia, kua uru rānei tēnei amuamu ki tētahi hātepe kōti, ā-ture rānei?** Mēnā āe, e kore a FDR e āhei te whai whakaaro ki taua amuamu.

Ka āhei koe te whakatakoto tuihono i tētahi amuamu mā te whakamahi i tētahi puka whakakī tuihono. Ka āhei rānei te tā me te whakakī ā-ringa.

Waea koreutu mai ki a FDR mō ētahi atu pārongo i 0508 337 337.

Mēnā ehara te reo Ingarihi i tō reo tuatahi e tūtohu ana mātou kia waea atu koe ki te Citizens Advice Bureau, ka tono i tā rātou waea reo. Ko te 0800 78 88 77 te nama waea, haere rānei ki te paetukutuku Language Link, ki www.cab.org.nz/gethelp/aiyl/Pages/Helpinyourlanguage.aspx