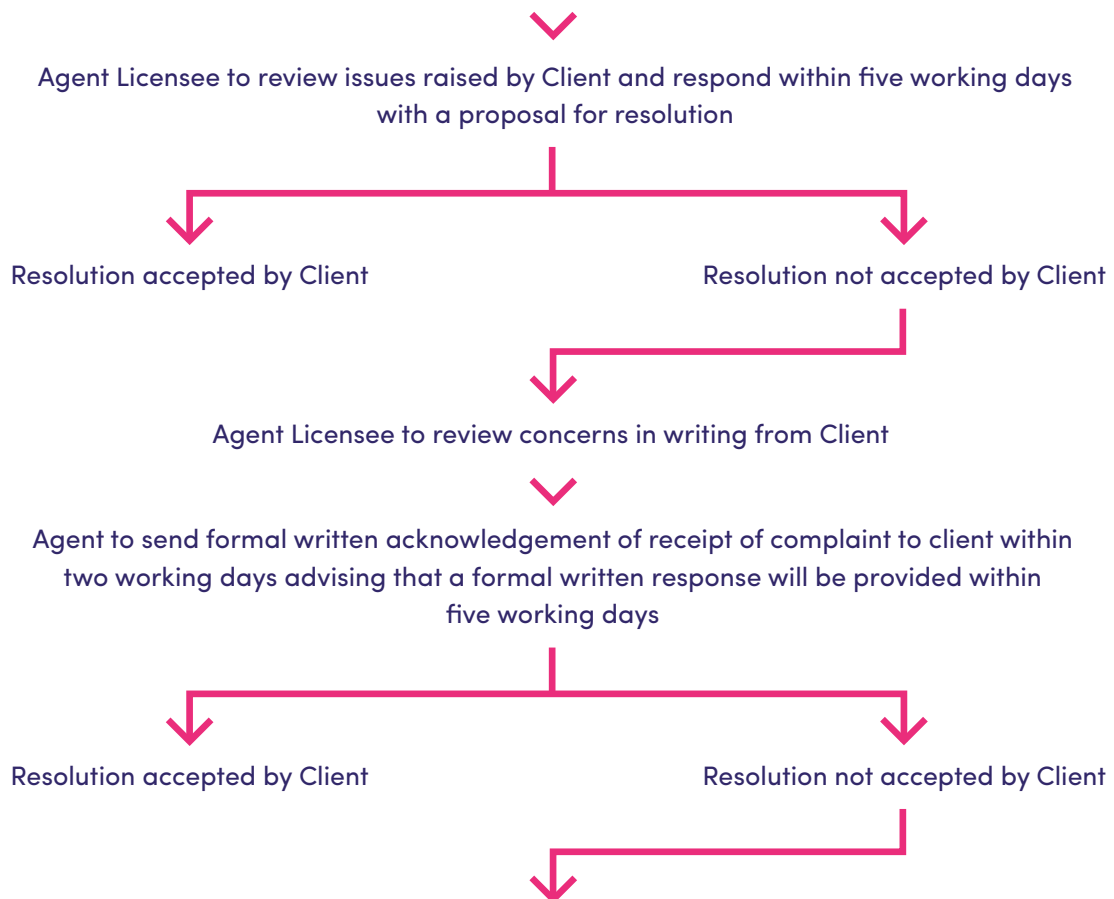


In-house Complaints Process

(Real Estate Agents Act 2008 - Professional Conduct & Client Care Rules)

Under the Real Estate Agents Act 2008 we have a duty of professional care and conduct, and as a valued Client of Proppy we want you to have a seamless, positive experience. In the unlikely event that you feel you have not received the level of professional conduct required then you have the right to address these concerns. Should you have any issues with our conduct or care please follow the process below to seek resolution.

Client to raise concerns (verbally or in writing) with Agent Licensee
(C/- Proppy, Vaunt NZ Ltd (REAA 2008), P.O. Box 28738, Remuera, Auckland 1541)



<http://reaa.govt.nz/Complaints/MakeAComplaint/Pages/Makeacomplaint.aspx>

If you are seeking to resolve a complaint through our in-house process you are not precluded from exercising your statutory rights under the Real Estate Agents Act 2008 and can contact them directly at any time.

The Real Estate Agents Authority
c/- PO Box 25 - 063
Wellington 6146
New Zealand
www.reaa.govt.nz