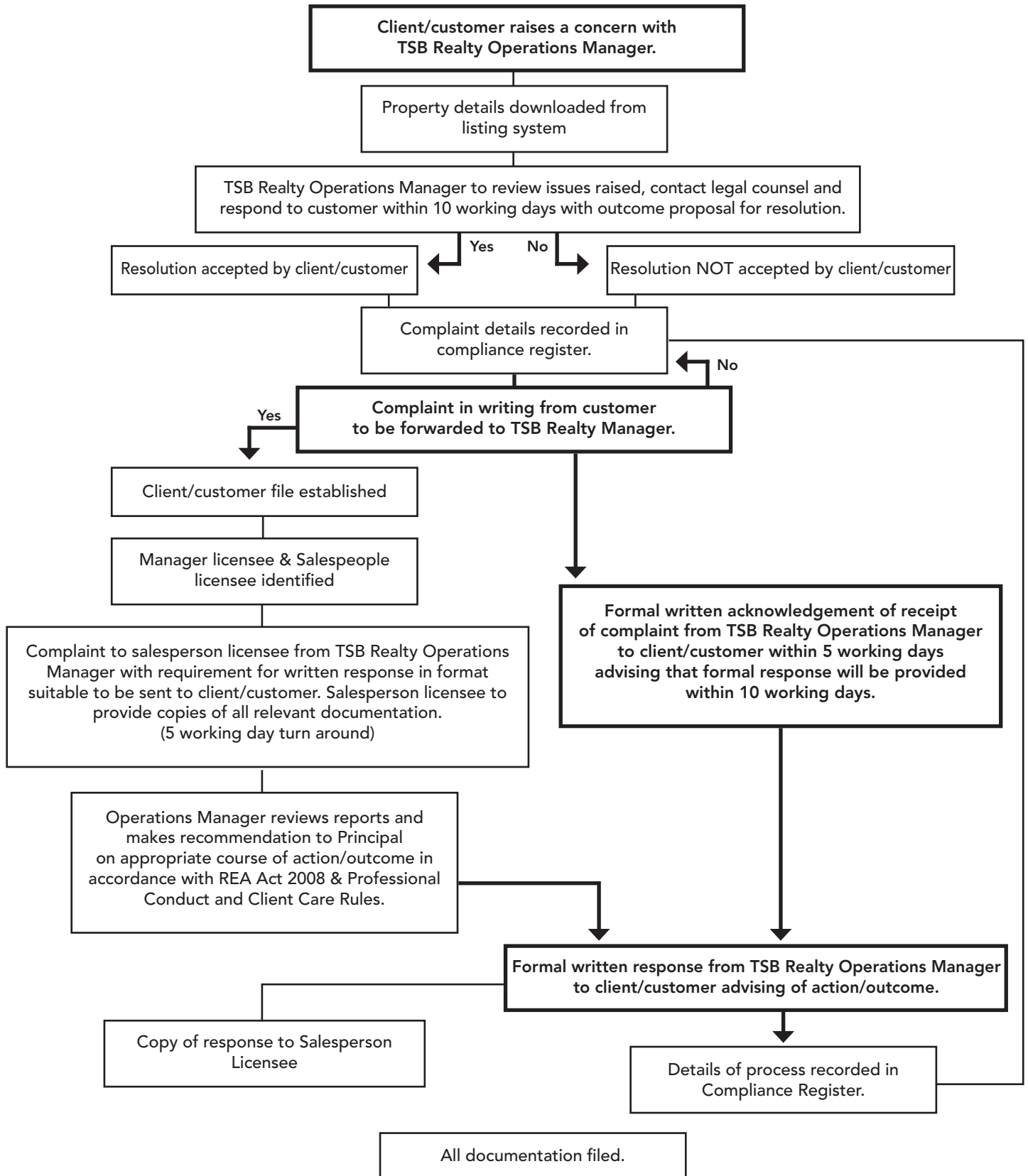


TSB Realty In-House Complaint and Resolution Process



Note: This process does not preclude the matter from being referred to the Real Estate Agents Authority. The Authority may be contacted at: The Real Estate Agents Authority, C/O PO Box 25-063, Wellington 6146. www.reaa.govt.nz