Banking Ombudsman Scheme | Te Whare Rama Tōkeke

To help resolve and prevent problems to improve banking for our communities

better banking

Strategic framework 2027-2030

Sector leadership and influence

- We build relationships
- We contribute actionable insights
- We improve outcomes

Service excellence and accessibility

- We maintain high satisfaction with our service
- We increase awareness and access

Modern, adaptable and sustainable

- We leverage technology
- We maintain a culture of excellence
- We are a positive and motivated team

our values guide everything we do

Manaakitanga: *Respect*

Ararau: *Understanding*

Kairangi: *Honesty*

Tauutuutu: *Collaboration*

Auahatanga: *Excellence*