



Financial Services Federation

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FSF Launches new, consumer-inclusive website

New Zealand’s Financial Services Federation (FSF) is welcoming in 2018 with a brand-new website.

With a fresh look and improved functionality, FSF’s new digital home also includes a prominent consumer-focused section designed to help everyday New Zealanders be better informed when it comes to consumer credit.

This includes a Q&A section asking, “What will a responsible lender ask me?” and “What should a lender do if I’m having trouble paying back my loan?”, with information about what to do if things go wrong.

For members of the FSF, which represents New Zealand’s responsible finance and leasing companies, the new website has improved functionality to help stay informed about legislation changes, educational events, resources, meetings, and more.

Lyn McMorran, Executive Director of the FSF, says the revamp reflects the direction of FSF and its values on responsible lending.

“The new website is a fantastic avenue for FSF to spread its message of responsible lending even further to reach everyday consumers. We hope this becomes a helpful tool for people making decisions about consumer credit and providers. This is also just the beginning, we will be releasing more consumer-focused functions in due course.”

Check out the Financial Services Federation’s new website: www.fsf.org.nz

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[The Financial Services Federation \(FSF\)](#)

The Financial Services Federation (FSF) represents responsible, non-bank financial institutions. The FSF has strict joining criteria and takes a “quality over quantity” approach to its membership. All 56 member companies are subject to an FSF Code of Conduct which ensures its reputation as the setter of industry standards in responsible lending.

Our consumer awareness resources include the [Responsible Lending Guidelines](#), which informs consumers about their rights and what they should expect from a lender. FSF also joined forces with the New Zealand Federation of Family Budgeting Services to develop the [Code of Responsible Borrowing](#), and the [Responsible Credit-Related Insurance Code](#) was launched by the Minister of Commerce and Consumer Affairs in July, 2017.