LICENSING INFORMATION

FAIR ADVICE NZ LIMITED FSP 752371 holds a licence issued by the Financial Markets Authority to provide financial advice.

CONTACT DETAILS

Fair Advice NZ Limited is the Financial Advice Provider.

You can contact us at:

Phone: 0800 202 011

Email: info@fairadvice.co.nz or gulshan@fairadvice.co.nz

Address: 3 Springside Drive, Flatbush, Auckland

NATURE AND SCOPE OF ADVICE

Fair Advice NZ Limited advisers provide advice about:

- Personal insurance (risk), including health insurance.
- Mortgages and personal lending
- Determining how much you can afford to borrow to purchase a property (within lenders affordability guidelines).
- Selecting an appropriate lender and mortgage structure.
- How to structure your repayments to pay off your mortgage sooner
- Structuring and refixing your current lending.

We provide advice in relation to the following lending products:

- Mortgages
- Personal Loans
- Tops ups
- Fixed rate rollovers
- Debt consolidation
- Business loans

We provide advice in relation to the following insurance products:

- Life insurance
- Trauma insurance
- Total and permanent disability insurance
- Income Protection insurance
- Mortgage and household expenses cover
- Health/medical insurance

We provide advice in relation to products provided by the following companies:

Southern Cross Life Insurance
ASB
Westpac
Kiwibank
The Co-Operative Bank
Heartland Bank
AIA
General Finance
Basecorp Finance
Avanti Finance
Strata Funding
Cressida Capital
Bank of China
Get Capital
Prospa
Metro Finance
Southern Cross Partners
ASAP Finance
Convera
Asteron Life
Partners Life

BNZ
ANZ

SBS
Link Home Loans
Unity
Liberty Finance
Peppermoney
First Mortgage Trust
Funding Partner
DBR Property Finance
CFML Loans
ICBC
Gold Band Finance
Pioneer Finance
Fico Finance
Zagga
XE
Fidelity Life
Accuro Health Insurance
NIB

FEES AND EXPENSES

Mortgage and lending planning fee

- Fair Advice NZ advisers are usually remunerated by way of commission, by the providers of the loan products we recommend. On occasion, some providers may not pay a commission. In this situation, we will charge a fee for our advice. The fee payable will be a reflection of the time required to obtain a loan approval for you. Where a fee will be payable for the advice, your Fair Advice NZ adviser will agree the amount of the fee with you *prior to obtaining a lending approval.* This fee can be added to your loan amount and will be paid to Fair Advice NZ at the time your loan is advanced.
- Where a Fair Advice NZ adviser has obtained an approval from a lender who does pay commission, but you decide not to proceed with the loan, a fee of up to $1000 will be payable as remuneration for the time spent in obtaining an approval. This fee is payable within 7 days of you deciding not to proceed with an approval. **Mortgage and lending service fee**
- Should you proceed with a loan implementation after advice from your Fair Advice NZ adviser, and then repay or refinance your loan within 28 months of your loan being advanced, without giving your Fair Advice NZ adviser the opportunity to assist you with a refinance, Fair Advice NZ may charge you a fee of $250 per hour for the time spent to get the initial loan approved and implemented. The maximum fee will be $3000.00; this fee has been calculated on an average of 12 hours of advice, negotiation and administration to complete and submit your loan application In some instances, advisers may charge a higher fee depending on the level of service provided.

Your Adviser will agree with you any applicable fees.

- You will not have to pay a fee if:
  - Fair Advice NZ was given the opportunity but was unable to get subsequent finance approval.
  - you paid an agreed upfront fee when the mortgage was originally drawn, and Fair Advice NZ did not receive any commission. This is the case with most short-term loan contracts.

Insurance Service Fee

No fees are payable by you for insurance advice. However, if an insurance policy is cancelled within 24 months, Fair Advice NZ will charge you a fee of up to $3,000, as cost recovery for the service provided. This fee has been calculated on an average of 12 hours of advice, negotiation and administration to complete and submit your insurance application, at an hourly rate of $250.

CONFLICTS OF INTEREST

For life insurance and health insurance, Fair Advice NZ receive commissions from the insurance companies whose policies we can recommend. If you decide to take out insurance that we recommend, the insurer will pay a commission to Fair Advice NZ who provides your advice. The amount of the commission is based on the amount of premium associated with your cover; specific commissions will be advised to you when advice is provided.

For mortgages and lending, Fair Advice NZ receive commissions from some of the lenders we can provide recommendations for. If you proceed to implement lending with the lender recommended to you, the lender will pay a commission to Fair Advice NZ. The amount of the commission is based on the amount of the lending; specific remuneration will be advised to you when advice is provided.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives.

To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our personalised recommendations are made on the basis of the client's goals and circumstances, as advised to us. Fair Advice NZ financial advisers complete regular training, including how to manage conflicts of interest. Each adviser has a regular compliance review of their advice process and our compliance programme is reviewed annually by our external compliance adviser.

Fair Property Investment Ltd

Gulshan Mago, the director, and a financial adviser, of Fair Advice NZ Ltd, is also a director of Fair Property Investment Ltd. This company was set up solely to own a residential rental investment property. It is not involved in property development, finance or lending, and there is no referral or business relationship between it and Fair Advice NZ Ltd. Because of this, it does not create a conflict with the financial advice we provide to you

DISPUTES AND COMPLAINTS

If you are not satisfied with our financial advice service you can make a complaint by emailing complaint@fairadvice.co.nz , or by calling 0800 202 011. You can also write to us at: 3 Springside Drive, Flatbush, Auckland. When we receive a complaint, we will consider it using our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we cannot, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot resolve your complaint, or you are not satisfied with the way we propose to do so, you can contact Financial Disputes Resolution Scheme (FDRS). FDRS provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we have not been able to resolve your complaint to your satisfaction.

You can contact FDRS Financial Dispute Resolution
Freephone 0508 337 337
PO Box 2272, Wellington 6140
E: enquiries@fdrs.org.nz w:
www.fdrs.org.nz

DUTIES INFORMATION

Fair Advice NZ, and anyone who gives financial advice on our behalf, has duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice. We are required to:

- give priority to your interests by taking all reasonable steps to make sure our advice is not materially influenced by our own interests (431K)
- exercise care, diligence, and skill in providing you with advice (431L)
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice) (431I)
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should and give you suitable advice).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at https://www.fma.govt.nz.