

Licensing information

New Zealand Financial Services Group Limited (FSP286965) holds a license to provide financial advice. This license is issued by the Financial Markets Authority. Professional Financial Solutions Limited (FSP41021) is authorized by the license to provide financial advice.

Our advice and Product Providers

We provide advice to our clients for home loan & insurance products.

The types of products that we can give advice on will be disclosed at an adviser level in our Disclosure Guide. For example Insurance, the products would show as Life, Income Protection, Health, Trauma, Permanent Disablement.

We provide advice about products from the following providers:



We do not provide advice about products from providers which are not listed above.

We provide advice about the following insurance providers:



Commission

We receive commission from providers for the work we do on your behalf. The commission is generally given upfront, there may also be a renewal or trail commission.

This commission is used to remunerate the financial adviser that provides the advice, and to pay the expenses associated with running our business including any rent, staff costs and IT resources. From this commission we also pay NZ Financial Services Group Limited for services they provide to us in connection with our authorisation under their licence from the Financial Markets Authority.

We take steps to ensure that the commission does not influence the advice we give you and that our advisers put your interests first by recommending the best product for your situation, regardless of the type and amount of commission we may receive. We do this by:

- implementing standard adviser processes to ensure that we understand your needs and goals, and that the recommendations we give meet them.
- Making sure that our advisers receive regular training on how to manage conflicts of interest.
- Providing you with a disclosure guide containing all information on commission rates and types by product provider. A Financial Adviser will provide you with more information about commission during the advice process.

Fees and Expenses

Generally, our advice is free and we do not charge you any fees. This is possible because of the commission that we receive for our work once your mortgage has settled, or your insurance policy has been issued. However, we may charge you a fee due to the following scenarios:

We may charge you a one-off fee in the following situations:

- **No Commission:** If you would like us to provide you with a service and we do not receive any commission from the outcome of this service. The fees charged would be agreed and authorised by you in writing before we finalise our service we provide you, and the fee would be calculated on the estimated time spent on providing you with this service.
This scenario is due to your requesting we provide a service for a product from a provider which we are not accredited with, or simply a service in which we do not receive commission.
- **Repayment of commission:** If a product or service provider requires that we repay commission within 27 months of settlement of your mortgage or issuance of your risk insurance policy. This fee will not exceed \$2,500 (plus GST) and would be calculated based on an hourly rate of \$250 (plus GST) of the financial adviser's time spent on providing you with the service. This amount will not exceed the amount of commission clawed back from the product provider.

If we need to charge you a fee, you will be invoiced and will be given 30 days to make the payment.

Conflicts of Interest

Any other conflicts of interest aside from commission that could influence the advice that we give you will be shown in the disclosure guide provided to you.

Complaints and Dispute Resolution

If you have a complaint about our service, you can contact our internal complaints service by phoning or emailing us (contact details are shown on this website) with the heading Complaint - (Your Name).

If you have any complaints about the services we have provided to you, you can contact us and let us know via phone call or email. We will aim to respond to your complaint within 24 hours. We will then take a record of your complaint in our complaints register and notify our License Holder. We may contact you further to better understand your situation.

We will investigate your complaint and respond to you within 7 working days from the time we have received your complaint. We may let you know if we need more time to investigate your complaint.

If we are unable to come to a resolution, you can refer your complaint to our external & independent dispute resolution scheme. You can find the details for the scheme below. This service is free and will help further to resolve your complaint.

Financial Services Complaints Limited>

Phone: 0800 347 257

Email: complaints@fscl.org.nz

Our Duties

Our advisers that give out advice are bound by and support the duties set out in the Financial Markets Conduct Act 2013. These are:

- Meet the standards of competence, knowledge, and skill and the standards of ethical behaviour, conduct, and client care set out in the Code of Professional Conduct for Financial Advice Providers.
- Give priority to your interests.
- Exercise care, diligence, and skill.