

Financial Advice Provider Licence Disclosure

Licence Information

Mortgage Mart NZ Ltd FSP755011 holds a licence issued by the Financial Markets Authority to provide a financial advice service. Mortgage Mart (NZ) Ltd employs Robert Thumath FSP116885 as a Financial Adviser

Nature and Scope of the Financial Advice Provided

Mortgage Mart NZ Ltd provides financial advice relating to the following financial products:

Lending. Home loan and Mortgage advice, Personal and other loans.

Personal risk (Life, Health and Disability, Business protection products)

We do not currently employ any appropriately licensed advisers for

Kiwisaver and other managed investment products

General Insurance, (home, contents, and car)

So we provide a referral only service for these financial products.

We only provide financial advice about products from certain providers although this list can change from time to time:

Mortgages and personal or car loans: We can provide products from

ANZ

ASAP Property Finance

ASB

Asset Finance

Avanti Finance

Bank of China

Base Corp Finance

Bizcap

BNZ

First Mortgage Trust

Funding Partners

Heartland Bank Open 4 Business and Senior Finance

Kiwibank

Liberty Finance

Lock Finance

NBS

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Pepper Money

Plus, Finance

Prospa

SBS Bank

Southern Cross Partners

Spotcap

Unity (formerly NZCU Baywide)

Westpac

Other finance companies and private lenders from time to time as required

We can provide advice but no new loans with Challenger Mortgage Management

Life, Trauma, disability Income Protection and Health insurance

We are accredited with

AIA

CHUBB Life

Fidelity Life

PartnersLife

Kiwisaver, superannuation and investment products:

We currently have no licensed Investment advisers so provide a referral only service for KiwiSaver and investment products provided by

Generate Kiwisaver

NZ Funds Kiwisaver Scheme

General Insurance (Home, Contents & Car)

Mortgage Mart (NZ) Ltd provides a referral only service, we do not provide general insurance advice.

Mortgage Mart (NZ) Ltd referral services are limited to the following General Insurance providers:

Blanket Insurance, provided by The Hollard Insurance Company Pty Ltd (Hollard). Administration of this insurance and claims handling services are managed by Ando Insurance Group Limited (Ando) on behalf of Hollard. Hollard is a licensed insurer in New Zealand under section 19 of the

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Insurance (Prudential Supervision) Act 2010.

Tower Insurance. We provide a referral only service with Tower Insurance

In place of an upfront fee, Mortgage Mart (NZ) Ltd is paid a commission by the recommended insurance provider from the premium they charge you for your cover..

SHARE NZ We provide a referral only service with SHARE NZ

In place of an upfront fee, Mortgage Mart (NZ) Ltd is paid a commission by the recommended insurance provider from the premium they charge you for your cover

Mortgage Mart (NZ) Ltd do not receive any bonus or sales-based bonus payments from Blanket Insurance , Tower Insurance or SHARE NZ

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Fees and Expenses

Mortgage Mart NZ Ltd may charge the following fees for financial advice:

For mortgages and loans. An initial advice fee for the time involved in meeting a client, obtaining all necessary information, and preparing and presenting a proposal MAY be charged. In all cases this will be disclosed before charging commences.

For implementing loans, IN MOST CASES THIS FEE IS PAID BY THE RELEVANT LENDER, so no fee is payable by the client. If a fee is payable by the client, then this will always be disclosed at the beginning of the process and acknowledgment and agreement received before proceeding.. When a mortgage or loan or a life insurance product is repaid or cancelled within 26 months a fee may be charged. This fee by specific agreement from time to time

Duties

Mortgage Mart (NZ) Ltd our advisers and anyone who gives advice on our behalf are bound by legal duties to:

Meet the legal 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)

Give priority to the client's interests

Exercise care, diligence, and skill; and

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 that 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 www.fma.govt.nz.

Conflicts of Interest, Commissions, and Incentives

Our financial advisers are remunerated by way of salary and bonus which are not directly linked to volumes of loans or insurance premiums

To avoid conflict of interest resulting from being paid only by implementing or placing business with financial product providers a fee may be charged for actual financial advice, separate from implementation of mortgages insurance or others that may be paid by product providers. If we do implement one of these financial products then Mortgage Mart NZ Ltd may receive commissions from the managed investment scheme managers on whose products we provide referrals or in which our clients invest, insurance companies to whom we refer clients and from the banks with whom we arrange mortgages. These commissions are based on the amount of the sum invested, insurance premiums paid or mortgage (as applicable). Details of these commissions are as follows:

For home loans

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Mortgage Mart (NZ) Ltd may receive a payment upon settlement of between 0.5% to 0.90% of loan amount depending on loan provider. Some lenders will also provide an ongoing payment of up to 0.2% of outstanding loan amount annually for ongoing client service related to that loan

For Kiwisaver and Managed Funds

Mortgage Mart NZ Ltd receives referral commissions from New Zealand Funds Management Limited and from Generate Kiwisaver. Mortgage Mart NZ Ltd also receives an annual commission of up to 0.2% on amounts invested in relevant Kiwisaver Scheme or other investment solution

For Life Trauma Disability Income Protection and Health Insurances

Mortgage Mart (NZ) Ltd is paid a commission based on annual premium of insurances purchased with payment on insurance in place of about 170% to 215% of annual premiums less gst and policy fee plus a servicing commission of around 7% to 10% of annual premiums, paid as premiums are received after 13 months of being in place

For General Insurance

In place of an upfront fee, Mortgage Mart (NZ) Ltd is paid a referral commission by the recommended insurance provider from the premium they charge you depending on which insurance company you take out cover with. If your cover is placed via Blanket Insurance the commission will range from 7.5% to 12.5% of each premium, depending on which insurance products you take out cover with after taxes and levies. At times we will refer you to a specialist Commercial Insurance Broker

We will receive a one-off commission payment related to the annual premium of cover finalised.

To ensure that Mortgage Mart NZ Ltd financial advisers prioritise each client's interests above their own, they follow an advice process that is designed to ensure their recommendations are made based on the client's circumstances and financial goals and are suitable for the client. Mortgage Mart NZ Ltd also:

Have a quality assurance programme in place to monitor the advice our financial advisers provide actively monitors compliance with our conflicts policies and procedures; and

Ensures training is provided to all Mortgage Mart NZ Ltd financial advisers about how to manage conflicts of interest.

Reliability History

A reliability event is something that might materially influence you in deciding whether to seek advice from me or from Mortgage Mart NZ Ltd. This includes material instances where I or Mortgage Mart (NZ) Ltd have been publicly disciplined, have a relevant conviction or civil proceedings or any recent bankruptcies or insolvencies. Neither I nor Mortgage Mart NZ Ltd have been subject to a reliability event

Complaints Handling and Dispute Resolution

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Even with the best of intentions, complaints sometimes arise. Mortgage Mart NZ Ltd is committed to ensuring that all client complaints are handled and resolved in a professional, fair, and timely manner in accordance with our Client Complaints Policy and associated procedures

If you are not satisfied with our financial advice services, you can make a complaint by contacting us at:

Mortgage Mart NZ Ltd

Attention The Director

PO Box 498

Whakatane 3158

T. 0800 222999

E. info@mortgagemart.co.nz

When we receive a complaint, we will consider it 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 can't, 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 can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact **Financial Disputes Resolution Scheme** www.fdrs.org.nz an approved dispute resolution scheme who provide a free, independent dispute resolution service that may help investigate or resolve your complaint.

You can contact them by telephone on 0508 337 337 in the first instance