

DISCLOSURE GUIDE – JAMES HEATH

Important information about me and the advice I am authorised to provide.

Licensing Information

I operate as a Financial Advisor providing advice on behalf of a Financial Advice Provider, Money For You Mortgages Limited (Trading as Money For You) operating as a Financial Advice Provider under a current licence issued by the Financial Markets Authority in the name of NZ Financial Services Group Limited (FSP286965). There are no conditions attached to this licence on the advice that may be given (FSP 569127)

Office contact details

Address: 14 Bealey Avenue, Merivale, Christchurch 7608

Phone: 03-3513136

Email: james@moneyforyou.co.nz

Website: www.moneyforyou.co.nz

Advice and Product Providers

I provide advice to my clients about home loan products. With your consent I may also refer you to an Insurance specialist who can advise on insurance products to protect you and your assets.

Commission

On settlement of a loan or issuance of a risk or fire and general insurance policy, I usually receive commission from the applicable product provider. The commission is generally of an upfront nature but may also include a renewal or trail commission. I also receive a fixed rate roll over fee from some product providers if I assist in reviewing your loan.

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

I take steps to ensure that the receipt of commissions does not influence the advice given to you and that our advisers prioritise your interests by recommending the best product for your purpose regardless of the type and amount of commission we or they may receive. We do this by:

- Ensuring advisers follow an advice process that ensures they understand your needs and goals and that their recommendations on insurance cover meets those needs and goals.

- Ensuring our advisers receive regular training on how to manage conflicts of interest.
- Providing you with a schedule showing commission amounts and types by product provider. This schedule is contained within each Financial Adviser's personalised Disclosure Guide. A Financial Adviser will provide you with more information about commissions during the advice process.

Fees and Expenses

Generally Advisors don't charge you any fee for the advice and transactional solutions that we provide to you. This is possible because, on settlement of a mortgage or issuance of a risk insurance policy, Advisors usually receive commission from the applicable product provider as described above. There are two exceptions to this general position which is explained below.

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

(a) No commission: If you request that we provide services in relation to a product or service and we do not receive a commission. Any such fee would be agreed and authorised by you in writing before we complete the services, and would be based on an estimate of the time spent providing the advice.

This may arise in the rare event that you request that I provide services in relation to either a product that is offered by a provider that I do not hold an accreditation with, or a product that is outside our usual arrangements with our product providers.

(b) In the event that you engage us to arrange finance for a funding application that requires extra work outside of a normal application (eg. an owner managed build project or a commercial funding proposal) or there is the likelihood that our commission received by the lender will be clawed back due to the loan facilities being repaid within the bank commission clawback period (up to 27 months from loan advance date) eg. a speculative purchase where the intention is to buy to renovate with a view to selling on at a profit or to build a new home with a view to selling on at a profit, we would advise our fee. Any such fee would be agreed in advance and authorised by you in writing.

Should I need to charge you a fee, you will be invoiced and will be given 30 days to make payment.

Conflicts of Interest

If there are any conflicts of interest apart from commission that could potentially influence the advice that I give, these will be shown in your Financial Adviser's Disclosure Guide.

Complaints

Money For you are legally required to provide a Complaints Process. If you have a complaint about our service you need to tell us about it. You can contact our internal complaints service by phoning us on 03-351 3136 or emailing us at james@moneyforyou.co.nz with the heading Complaint - (Your Name), or writing to us at: Money For You Mortgages, 14 Bealey Avenue, Merivale, Christchurch.

Please set out the nature of your complaint, and the resolution you are seeking. I will acknowledge receipt of this within 24 hours. A record your complaint will be filed in our Complaints Register and notification will be provided to our Licence Holder. We may want to meet with you to better understand your issues.

I will then investigate your complaint and provide a response to you within 7 working days of receiving your complaint. If I need more time to investigate your complaint, I'll let you know.

If agreement on a resolution cannot be reached, you can refer your complaint to our external dispute resolution service. This service is independent and will cost you nothing and will assist us to resolve things with you.

Details of this service are:

Financial Services Complaints Limited

Phone: 0800 347 257

Email: complaints@fscl.org.nz

Our Duties

Anyone within our business giving advice is bound by and supports the duties set out in the Financial Markets Conduct Act 2013. These duties are:

- Meet the standards of competence, knowledge, and skill and the standards of ethical behavior, 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.