



## Personal disclosure statement – Mark Cook

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### It is important that you read this document

This information will help you to choose a financial advisor that best suits your need. It will also provide some useful information about the financial advisor that you choose.

### What sort of adviser am I?

I am a registered, but not authorised, financial adviser. I can give you advice about 'Category 2' financial products such as home loans and mortgages, life insurance, mortgage repayment insurance, trauma cover and other insurance products.

### What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of my service, please tell me so I can try to fix the problem. You may contact our internal disputes service by telephoning 04 384-5700, by email [markcook@homeloanshop.co.nz](mailto:markcook@homeloanshop.co.nz), or in writing to PO Box 24305, Manners St, Wellington.

If we cannot agree on how to resolve the issue, you can contact Financial Services Complaints Limited. This service will cost you nothing, and will help us resolve any disagreements. You can contact Financial Services Complaints Limited by emailing [info@fscl.org.nz](mailto:info@fscl.org.nz), calling Financial Services Complaints Limited on 0800-347-257, or in writing to PO Box 5967, Lambton Quay, Wellington 6145.

### How am I regulated by the Government?

You can check that I am a registered financial adviser at <http://www.fspr.govt.nz>. The Financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under "What should you do if something goes wrong?").

### Declaration

I, Mark Cook, declare that, to the best of my knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements in the Financial Advisers Act 2008 and the Financial Advisers (Disclosure) Regulations 2010.

Signed:

Date: 12<sup>th</sup> February 2013