

# Disclosure Guide



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Wellington 6142

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### Disclosure Guide

Here is some key information you need to know to help you understand what type of advice I am able to give you, so that you can make an informed and confident choice when engaging me.

### Details about me and The Home Loan Shop

I am a Financial Adviser and I give advice on behalf of The Home Loan Shop Ltd. My contact details and my Financial Service Provider Registration number are listed above.

I work for The Home Loan Shop Ltd who operates as a Financial Service Provider under a current licence issued by the Financial Markets Authority in the name of NZ Financial Services Group Limited (FSP286965).

The Home Loan Shop's details are:

Address:  
34 Manners Street  
Wellington 6011

Postal Address:  
P.O. Box 24305  
Manners Street  
Wellington 6142

Phone: 04 384-5700

Email: [info@homeloanshop.co.nz](mailto:info@homeloanshop.co.nz)

Financial Services Provider registration number: FSP106845

### Nature and Scope of Service

The information below will help you understand what type of advice will be provided.

### Our Duties

I am bound by and fully support the duties set out in the Financial Markets Conduct ACT 2013. These duties are:

- Meet the standards of competence, knowledge, and skill set out in the code of conduct.
- Give priority to your interest.
- Exercise care, diligence, and skill.
- Meet the standards of ethical behaviour, conduct, and client care set out in the code of conduct.

### Services I Provide

I will help you choose a lender and a loan that is suitable for your purpose from the panel of lenders we work with (see overpage). Once we have together chosen a lender and loan terms that are suitable to you, I will help you to obtain an approval.

## Banks and Lenders I Use

I source loans from the following panel of approved lenders.

- ANZ
- ASB
- Avanti Finance
- BNZ
- The Cooperative Bank
- Cressida Capital
- DBR
- First Mortgage Trust
- Heartland Bank
- KiwiBank
- Liberty Financial
- Resimac
- SBS Bank
- Select
- Southern Cross
- TSB Bank
- Westpac

## Products I Provide

The types of financial products I can give advice on are:

- Home Loans
- Investment loans
- Construction Loans

## What else I can offer

I can help you with other services through my referral contacts:

- Matt Guildford, The Home Loan Shop Insurance Ltd - Personal Risk Insurance (life, mortgage protection, income protection, trauma, health/medical cover)
- AIB Insurance - Fire and General insurance (house, contents and car insurance. Business, Commercial and Professional Indemnity insurance)

## Services I cannot offer

I am unable to offer legal or tax advice and recommend you consult your solicitor or accountant for this. Any advice I give in relation to KiwSaver withdrawal for a first home purchase is limited to factual information on what can be withdrawn and the process for this, and does not extend to whether or not this is in your best interests. Please consult an investment adviser for advice on retirement savings.

## Fees and Expenses

Generally, I won't charge you any fees for the financial advice I provide to you. This is possible because on the settlement of a loan I usually receive commission from the lender. Any exceptions to this general position are explained below.

### I may charge you a one-off fee if the following occurs:

(a) When I don't receive commission from the lender:

If you request that I provide financial advice and I do not receive commission from the lender, I may charge you a one-off fee. Any such fee would be agreed upon and authorised by you in writing before I complete the services, and would be based on an estimate of the time spent acting on your behalf and 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 lender that I do not hold an accreditation with, or a product that is outside my usual arrangements with my product providers.

(b) When I have to repay commission to the lender.

If a lender requires that I repay commission within 28 months of settlement of your loan, we may charge you a one-off fee. Any such fee would be no more than \$2,500 (plus gst) and would be calculated based on a rate of \$250 plus gst per hour of time spent providing our services and financial advice to you in connection with the applicable loan. The fee I charge you will not exceed the amount of commission I have to repay the lender.

You will be invoiced for any one-off fee and will be given 30 days to make payment.

## Conflicts of Interest - Commission

On settlement of a loan, I usually receive a commission from the applicable lender. The commission is generally of an upfront nature but may also include trail commission. I also receive a fixed rate roll over fee from some product providers if I assist you with the refixing of your loan.

I manage these conflicts of interest by:

- Always recommending the best product for your purpose and needs irrespective of the type and amount of commission I will receive.
- Ensuring the amount of any loan is in accordance with your identified needs.
- Providing you with the following table showing the commission rates and types by lender.

Note that the commission I receive is calculated as a percentage of the loan.

Lender	Upfront %	Trail %	Refix \$
ANZ	0.85%	-	\$150
ASB Bank	0.85%	-	\$150
Avanti Finance	0.80%	-	-
BNZ	0.55%	0.15%	-
Cressida Capital	1.00%	-	-
DBR	1.00%	-	-
First Mortgage Trust	-	-	-
Heartland Bank	\$500	-	-
KiwiBank	0.45%	0.15%	-
Liberty Financial	0.60%	0.15%	-
Resimac	0.60%	0.15%	-
SBS Bank	0.80%	-	\$150
Select	0.60%	0.15%	-
Southern Cross	1.00%	-	-
The Cooperative Bank	0.70%	-	\$150
TSB Bank	0.85%	-	-
Westpac	0.60%	.20%	-

As soon as I know the type of loan and amount we are putting in place, and that it has been accepted by the lender, I will let you know the amount and frequency of the commission received.

I may also receive a referral fee or commission if I refer you to one of our referral partners.

## Privacy Policy and Security

I will collect personal information in accordance with my Privacy Policy. I regard client confidentiality with paramount importance. I will not disclose any confidential information obtained from or about you to any other person, except in accordance with my Privacy Policy.

## Complaints Process

If you have a complaint about my financial advice or the service I gave you, you need to tell me about it. You can contact my internal complaints service by phoning, or emailing me using the heading Complaint - (Your Name). Please set out the nature of your complaint, and the resolution you are seeking. I will acknowledge receipt of this within 2 working days. I will then record your complaint in our Complaints Register and will work with you to resolve your complaint. I may want to meet with you to better understand your issues. I will provide an answer to you within 7 working days of receiving your complaint. If we cannot agree on a resolution 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

[complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

Ph: 0800 347 257

## Availability of Information

This information can be provided in hardcopy upon your request.