

Licensed Financial Advice Provider

Stuart and Carlyon Limited is licensed as a Financial Advice Provider by the Financial Markets Authority (FMA). Our Financial Services Provider number is FSP44053.

Our office contact details are:

Suite 2.1, 8a Cleveland Road, Parnell, Auckland 1052

Phone: 09 307 2331

Email: info@stuartcarlyon.co.nz

Website: www.stuartcarlyon.co.nz

Nature and scope of advice

Stuart Carlyon provides our clients with financial planning and investment management services.

Our financial planning services use the Financial Planning Standards Board approach to develop strategies to help our clients manage their financial affairs to meet their goals.

We provide advice and arrange investments for clients including reviewing existing investments, setting and monitoring the asset allocation in the context of risk and return parameters.

Our investment service is non-discretionary. That is, we require client approval before we proceed with any investment transaction.

Our advice is independent, and we are not limited to any particular investment or product provider. Our investment recommendations include products from leading fund managers (based in New Zealand, Australia, the UK and the US) and from highly credit-rated NZ banks, direct shares and fixed interest securities.

Fees and expenses

We charge for advice at the hourly rate of \$400 plus GST, including the initial consultation.

The fee charged will depend on the nature and scope of the advice or service we provide for you. There is a cost for our financial planning advice and to implement any investment advice. We will outline the estimated cost in a letter of engagement and agree the fees with you before we proceed.

Clients who choose our Investment Management Service are charged a retainer fee which covers investment monitoring, administration and reporting. This also covers on-going review of your financial situation. The cost is expressed as a percentage of funds under management.

Commissions, incentives and conflicts of interest

Stuart Carlyon's remuneration is derived solely from the fees we charge our clients.

We do not receive any commission paid by any supplier or financial organisation following business placed with them. If any commissions are received, they are rebated to you, or offset against fees.

We do not receive any non-monetary benefits such as travel, accommodation or gifts in return for recommending any investment.

Complaints handling and dispute resolution

If you are not satisfied with our financial advice service, please tell us so we can address the problem. Please email us at info@stuartcarlyon.co.nz or phone on 09 307 2331. Any complaints are referred to our Compliance Officer who will acknowledge it within 2 business days and record in our register. We will investigate the complaint and seek to resolve it within 10 business days.

If we cannot resolve the issue, or if you decide not to use our internal complaints process, you can contact Financial Services Complaints Limited (FSCL). FSCL are an independent, not-for-profit, external resolution scheme and are recognised as a financial ombudsman service. FSCL's service does not cost you anything and they will help resolve the complaint.

FSCL contact details are:

PO Box 5967, Wellington 6011

Phone: 0800 347 257

Email: complaints@fscl.org.nz

Website: www.fscl.org.nz

Act with integrity

Stuart Carlyon, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way we give advice.

Our promise is to:

1. Give priority to your interests ahead of our own.
2. Exercise care, diligence and skill in providing you with advice.
3. Meet the standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services.
4. Meet the standards of ethical behaviour, conduct and client - care to make sure we treat you as we should and give you suitable advice.
5. Ensure you understand the nature and scope of our advice.

Stuart Carlyon and all its Financial Advisers adhere to and demonstrate the highest professional ethics and standards. Neither the company nor any financial adviser has ever been subject to any criminal, civil or professional body disciplinary action.