

Publicly Available Disclosure

Financial Licensing Group Limited (FLG) FSP1003554 Trading as Your Mortgage.
FLG is licensed by the Financial Markets Authority as a Financial Advice Provider. FLG holds a Class 2 Financial Advice Provider Licence.

Contact Details

Your Mortgage
office@yourmortgage.nz
Phone 03 595 6383
6 Washington Way, Sydenham, Christchurch 8011

Nature and Scope of our Advice

Your Mortgage provides advice to our clients about their investments, mortgages, life insurance and health insurance.

Our financial advisers provide financial advice in relation to home mortgages, life insurance and health insurance.

We only provide advice on mortgage lending products from the following banks:

- ANZ • ASB • BNZ • WESTPAC • KIWIBANK • SBS
- CO-OPERATIVE BANK • SOVERIEGN HOME LOANS
- AVANTI • LIBERTY • UNITY • PROSPA
- GOLDBAND FINANCE • PEPPER MONEY
- CRESSIDA CAPITAL • FUNDING PARTNERS • SOUTHERN CROSS
- DBR • ASSET FINANCE • BASECORP • SILVER HARBOUR CAPITAL • HEARTLAND
- PLUS FINACE • FICO • FINBASE

We only provide advice on products from the following insurers:

- AIA (On hold)
- Chubb
- Fidelity Life
- Partners Life
- NIB

Conflicts of Interest and Incentives

Your Mortgage receive upfront commissions if you take out a mortgage or insurance following my advice. For a mortgage the commissions are between 0.55% and 0.85% of a loan amount. For Insurance the commissions are between 150% - 220% of a policies annual premium.

Your Mortgage also receives an ongoing commission if you take out a mortgage or insurance following my advice. For a mortgage this is between 0.15% and 0.20% of the mortgage amount each year. For Insurance this is between 7.5% and 20% of the insurance policy premium each year. This is paid to us to manage the relationship with you and provide ongoing support.

To ensure that we prioritise your interests above my own, we follow an advice process that ensures my recommendations are made on the basis of your individual goals and circumstances. We complete annual training about how to manage conflicts of interest. We undertake a compliance audit, and a review of our compliance programme is undertaken annually by a reputable compliance adviser.

Our Duties

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

We are required to:

- give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests exercise care, diligence, and skill in providing you with advice
- meet 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)
- 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 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 <https://www.fma.govt.nz>.

Complaints Handling and Dispute Resolution

Even with the best of intentions, complaints sometimes arise. Financial Licensing Group Limited 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:

Level 1, Unit 1, 6 Washington Way, Christchurch
office@yourmortgage.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 FSCL (Financial Services Complaints Ltd (FSCL) - A Financial Ombudsman Service) an approved dispute resolution scheme who provide a free, independent dispute resolution service that may help investigate or resolve your complaint.

You can contact FSCL (Financial Services Complaints Ltd (FSCL) - A Financial Ombudsman Service) at:

Address

Financial Services Complaints Ltd (FSCL) - A Financial Ombudsman Service
Level 4, 101 Lambton Quay
Wellington 6011

Postal Address

PO Box 5967
Wellington 6140

Telephone

[0800 347 257](tel:0800347257)
[+64 4 472 3725](tel:+6444723725)

Email

complaints@fscl.org.nz

MEMBER OF:

A Financial Ombudsman Service

FSCL FINANCIAL SERVICES COMPLAINTS LTD
RATONGA PŪTEA PUNA MANAAKI

Charges and Remuneration Schedule

Most of the time, our services are completely free. That's because instead of being paid by you, we receive revenue from our product suppliers like banks or insurers. We feel it's important you understand how we are paid, after all we ask the exact questions to you when applying for a home loan.

Personal Insurance

Charges	Item
\$0	Advice related to the arrangement of personal insurance products.

We do not charge for my services upfront for the financial services I provide to you.

Cancelations

We may however charge a fee for the financial advice I provide if you cancel a life or health insurance policy within two years of inception.

The fee charged for the financial advice provided to you will be a maximum of \$3,640 (including GST) or a portion thereof depending upon the length of time the policy was in force. This is calculated to 13 hours of our time at a rate of \$280 per hour. This fee will be required to be paid within 10 business days of the cancellation.

Mortgages

All charges are:

1. Quoted to you in writing on issuing of an approval.
2. Are only charged if you choose to proceed with the approval. If you choose to go somewhere else and not utilise the approval, there are no charges.
3. All fees invoiced when confirming the structure of your mortgage and are due on settlement day.

Standard Mortgages

Charges	Item
\$0	Home Loan over \$400,000 in value and with the lender for 27 months.
\$480 - \$3,360	Home Loan under \$400,000 in value and with the lender for 27 months.

Complex Mortgages

0.5% - 1%	<p>Speciality Residential Home purchase - Either the result of credit impairment like defaults or the loan is complex by nature. We will inform of you when this is the case.</p> <p>The lending circumstances are complex in nature and require a great deal of pre-application work in excess of 13 hours.</p>
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	We are providing advice only with no product to accompany. An example of this may be an Investment recommendation or advice on presenting or structuring a mortgage application.
\$280 per hour	We reserve the right to charge fees at \$280 per hour with total hours being determined at approval but not chargeable until settlement. We may do this when charging a percentage of the loan amount isn't appropriate for the circumstances. Unless otherwise agreed, there is no fees payable unless we have the loan approved and settled.

Any fees, if applicable is in no way associated with commission Your Mortgage may earn or commission clawback policy (below) as we will often subsidise any fees with that commission.

Early Repayment of Mortgage (Clawbacks)

If a mortgage is repaid within 27 months of your mortgage settlement Your Mortgage will have to repay some of the 'upfront' commission received to the Lender. This is known as 'commission clawback'.

If Your Mortgage is charged with a commission clawback, due to early settlement of the mortgage arranged for you, then we will ask you to pay \$280 per hour up to \$3,640* (for a mortgage application with one property or entity), for the services provided to you. This can exceed \$3,640 for a mortgage application due to the complexity of your circumstances (there being more properties or entities), please refer to table 1 below.

- *This \$3,640 has been calculated on an average of 13 hours of advice, negotiation and administration to complete and submit your loan/insurance application to the provider, at our hourly rate of \$280 per hour. This minimum will increase in line with the hours in table 1.
- These service charges are in no way associated with any fees Your Mortgage may have charged at settlement. This is typical with complex applications.
- All fees are invoiced when we are notified of the clawback, and are due for payment within 7 days.

Table 1:

Maximum charges by the number of properties or entities are outlined in the table below. Hours are charged at \$280 per hour.

Number of Properties or Entities	Number of max chargeable hours	Max chargeable sum
1	13	\$3,640
2	21	\$5,880
3	29	\$8,120
4+	37	\$10,360