

## INITIAL DISCLOSURE STATEMENT – FINANCIAL ADVICE SERVICES

Please read the information set out below carefully. It contains important information about me and Kiwi Mortgages Limited and it will help you to decide whether I am the right financial adviser for you.

<b>Financial Adviser</b>	Karl Plank
<b>Financial Advice Provider</b>	I, Karl Plank am providing financial advice on behalf of Kiwi Mortgages Limited (FSP166964)
<b>Physical Address</b>	279 Karangahape Road, Auckland, 1010, New Zealand
<b>Telephone Number</b>	027 266 4925
<b>Email Address</b>	<a href="mailto:karl@kiwimortgages.co.nz">karl@kiwimortgages.co.nz</a>

### NATURE AND SCOPE OF THE FINANCIAL ADVICE SERVICE

I offer the following financial adviser services:

**Mortgage lending advice:** Financial advice in relation to commercial lending and residential lending secured against owner occupied and investment properties offered by bank and non-bank lenders.

**Asset lending advice:** Financial advice in relation to lending secured against an asset other than real estate (e.g. a car, boat etc) offered by bank and non-bank lenders.

**Business/commercial lending advice:** Financial advice in relation to unsecured business lending offered by bank and non-bank lenders.

I only provide financial advice in relation to products offered by bank and non-bank lenders that Kiwi Mortgages Limited (**Kiwi Mortgages Limited**) has established terms of business with. These arrangements do not give rise to any contractual requirement or obligation to place any level of business with these lenders. Instead, they reflect a mutual understanding that I or Kiwi Mortgages Limited may place business with these lenders.

The bank lenders that Kiwi Mortgages Limited has established terms of business with are AIA, ANZ, ASB, BNZ, Heartland Bank, Kiwibank, SBS Bank, The Co-Operative Bank, TSB, and Westpac Bank.

I can provide details of the non-bank lenders that Kiwi Mortgages Limited has established terms of business with upon request.

### RELIABILITY HISTORY

Neither Kiwi Mortgages Limited nor I have been subject to a “reliability event”. A reliability event is an event that might materially influence you in deciding whether to obtain financial advice from me or Kiwi Mortgages Limited. It includes, for example, bankruptcy, insolvency convictions or being publicly disciplined.

### FEES AND EXPENSES

Set out below is important information on the commission and fees that Kiwi Mortgages Limited will earn in connection with the advice that I provide to you. I will set out in writing the specific commission and fees that Kiwi Mortgages Limited will receive prior to settlement.

*Bank Lending*

*Mortgage Lending* Kiwi Mortgages Limited receives a commission of up to **0.85% of the loan amount**. This commission is paid by the bank directly to Kiwi Mortgages Limited on the settlement date of the loan.

*Rate Refix* Kiwi Mortgages Limited receives a fee of up to **\$150** from some banks if I assist you with

refixing your interest rate. This fee is paid by the bank to Kiwi Mortgages Limited on the date that the refixed interest rate takes effect.

*Short Term Lending*

Where your lending is intended for a short term only, Kiwi Mortgages Limited may charge you a fee for providing advice to you. This fee will be based on the estimated number of hours to provide the advice at an hourly rate of **\$250 (plus GST) per hour**. The reason for the fee in these circumstances is because where you repay your loan shortly after settlement, Kiwi Mortgages Limited will be required to repay some, or all, of the commission that it receives from the bank.

Unless otherwise agreed with you in writing in advance, Kiwi Mortgages Limited will not charge you this fee. Where I agree with you that this fee is payable, I will issue you an invoice which will be payable upon the settlement date of the loan.

*Trail*

In some cases, Kiwi Mortgages Limited will receive an ongoing commission of **between 0.1% pa - 1% pa** of your remaining loan balance from the bank for each year that your loan remains with that bank. This commission is paid by the bank to Kiwi Mortgages Limited monthly.

*Business/Commercial Lending*

Kiwi Mortgages Limited may charge you a fee of up to **1.00% of the loan amount** for advice provided in connection with unsecured business or commercial lending from a bank. Unless otherwise agreed with you in writing in advance, we will not charge you this fee. Where I agree with you that this fee is payable, I will issue you an invoice which will be payable upon the settlement date of the loan.

*Asset Lending*

Kiwi Mortgages Limited may receive a commission of up to **3% of the loan amount** for asset lending from a bank. This commission is paid by the bank to Kiwi Mortgages Limited on the settlement date of the loan.

**Non-Bank Lending**

*Mortgage Lending*

Kiwi Mortgages Limited may charge you a fee of up to **1.00% of the loan amount** for a residential or commercial loan through a non-bank lender. This fee is usually added to the loan amount and paid to Kiwi Mortgages Limited by the non-bank lender on the settlement date of the loan.

*Business/Commercial Lending*

Kiwi Mortgages Limited may charge you a fee of up to **1.00% of the loan amount** for advice provided in connection with unsecured business or commercial lending from a non-bank lender. This fee is usually added to the loan amount and paid to Kiwi Mortgages Limited by the non-bank lender on the settlement date of the loan.

*Asset Lending*

Kiwi Mortgages Limited may receive a commission of up to **3% of the loan amount** for asset lending from a non-bank lender. This commission is paid by the non-bank lender to Kiwi Mortgages Limited on the settlement date of the loan.

## CONFLICTS OF INTEREST, COMMISSIONS AND OTHER INCENTIVES

### **Conflicts of Interest**

Neither Kiwi Mortgages Limited nor I have any conflicts of interest that exist or that are likely to arise which would influence the advice that I provide to you. If this changes, I will contact you and advise you of the nature and scope of any actual or potential conflicts of interest.

### **Commissions and incentives**

Kiwi Mortgages Limited receives commission and fees from the lenders that I place business with. The commission and fees that Kiwi Mortgages Limited receives, are set out above under "*How we get paid for the services that we provide*". At the time of providing advice to you, I will set out the specific commission and fees that Kiwi Mortgages Limited will receive in connection with the advice.

### Management of conflicts of interest

Kiwi Mortgages Limited, and I, take the following steps to manage actual, potential, or perceived conflicts of interest (referred to as “conflicts of interest”):

Advisers are not incentivised to promote one lender over another.

I follow an advice process that ensures that my recommendations are made on the basis of each client’s circumstances, goals, and risk appetite.

Kiwi Mortgages Limited has a Conflicts of Interest Policy which sets out how to identify conflicts of interest and how to ensure that these conflicts of interest are appropriately managed so that client interests are prioritised at all times.

All persons within Kiwi Mortgages Limited, including financial advisers, are required to receive training on the identification and management of conflicts of interest.

I complete a register of conflicts of interest and the gifts and incentives I receive. Kiwi Mortgages Limited monitors these registers.

### 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 emailing [complaints@kiwimortgages.co.nz](mailto:complaints@kiwimortgages.co.nz).

We will be in contact with you within 48 hours of receiving your complaint to either propose a solution to your complaint or provide you with a summary of next steps. If we aren’t able to resolve your complaint immediately, we will investigate and resolve your complaint in accordance with our internal complaints process.

If we cannot agree on how to resolve the issue, you can escalate your complaint to Financial Services Complaints Limited (FSCL). FSCL is an independent dispute resolution scheme. This service is free of charge and will help us resolve any disagreements. More information about FSCL and their dispute resolution process can be found at <http://www.fscl.org.nz/>.

You can contact FSCL by emailing [info@fscl.org.nz](mailto:info@fscl.org.nz), calling FSCL on 0800 347 257 (free phone) or 04 472 3725. You can also write to them at PO Box 5967, Lambton Quay, Wellington 6145.

### DECLARATION

I, **Karl Plank**, 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 Markets Conduct Act 2013 and the Financial Markets Conduct Regulations 2014.

Signed:

