

DISCLOSURE

LICENSING INFORMATION

Phoenix Financial Consultants Limited (FSP729192) holds a License issued by the Financial Markets Authority to provide financial advice.

NATURE AND SCOPE OF THE ADVICE

Phoenix Financial Consultants Limited's financial advisers provide financial advice to our clients about their Mortgages, Life insurance, Health insurance & Kiwisaver. Our financial advisers provide financial advice in relation to these financial advice products. We only provide financial advice about products from certain providers:

- **For mortgages**, we work with banks and non-bank lenders ANZ, Apricity Finance, ASAP Finance, ASB, Avanti Finance, Bank of China, Basecorp Finance, Bluestone, BNZ, Clever Money, Cressida Capital, Cooperative Bank, DBR, First Mortgage Trust, Funding Partners, Heartland Bank, Liberty Financial, Lock Finance, Unity, Pepper Money, Plus Finance, Prosopa, Resimac, SBS, Southern Cross Partners Limited, TSB, Westpac. This list of lenders may change from time to time.
- **For life insurance**, we work with five companies – Asteron Life, AIA-Sovereign, Partners Life, Fidelity Life, Onepath- Cigna Life
- **For health insurance**, we work with four providers – Partners Life, Accuro, Southern Cross and NiB
- **For Fire & General insurance**, we work with Tower and Aon-Vero insurance.
- **For Kiwisaver**, we work with Generate & NZ Funds

FEES OR EXPENSES

Phoenix Financial Consultants and our Financial Advisers do not charge you any fees for the advice and transactional solutions provided to you. This is possible because they usually receive commission from the applicable product provider as described above. There are exceptions to this general position which are explained below.

- Phoenix Financial Consultants is paid a single 'upfront' commission (percentage of the loan facility), an ongoing (trail) commission (percentage of the loan facility), or a mix of both. This is paid to us by the Lender, when arranging finance.

You may be charged a one-off fee in the following situations:

- This may arise in the rare event that you request services in relation to either a product that is offered by a provider that Phoenix Financial Consultants Limited or the Financial Adviser does not hold an accreditation with, or a product that is outside our usual arrangements with our product providers.
- If you request services in relation to a product or service and Phoenix Financial Consultants or its Financial Adviser does not receive a commission. Any such fee would be agreed and authorised by you in writing before the services were completed and would be based on an estimate of the time spent providing the advice.
- You acknowledge that Phoenix Financial Consultants or its financial advisers may make payments to persons who refer clients or customers to Phoenix Financial Consultants. Any such payments will be made at the sole and absolute discretion of Phoenix Financial Consultants and are not detrimental to Phoenix Financial Consultants' clients.
- Phoenix Financial Consultants reserves the right to recover from you all expenses and legal costs incurred by Phoenix Financial Consultants (including solicitor/client costs and debt collector's costs) in relation to obtaining or seeking to obtain remedy of default in payment by you and the enforcement of the contract.

CONFLICTS OF INTEREST AND INCENTIVES

Phoenix Financial Consultants and the financial adviser may receive commission payments from the relevant product provider on whose products our financial advisers give financial advice, as follows:

For loan products: Phoenix Financial Consultants may receive commissions of between 0.1% and 1% of the value of the mortgage – the amount depends on which lender and which type of mortgage you choose. In addition, Phoenix Financial Consultants may also receive a commission payment of between 0.1% and 1% of the remaining loan balance each year.

For insurance products: Phoenix Financial Consultants may receive commissions of between 50% and 130% of the first year's premiums on your insurance policy – the amount depends on which insurance company and which insurance policy you choose. Phoenix Financial Consultants may also receive a commission payment of between 1% and 5 % of the premium for each year the insurance policy remains in force.

To ensure that our financial advisers prioritize our clients' interests above their own, we follow an advice process that ensures our recommendations are made based on each client's goals and circumstances. All our financial advisers undergo 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.

COMPLAINTS HANDLING AND DISPUTE RESOLUTION

If you are not satisfied with our financial advice service, you can make a complaint by emailing ralph@phoenixfinancial.co.nz or by calling: 021 102 5323. Please use the Complaints and Feedback form available on our website [www.Phoenix Financial Consultants.co.nz](http://www.Phoenix_Financial_Consultants.co.nz) and send in your complaint via email or to 109A, Taylor Street, Blockhouse Bay, Auckland 0600. When we receive a complaint, we will consider it following our internal complaints process: • We will consider your complaint 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 ten working days of receiving them. If we cannot, 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 cannot resolve your complaint, or you are not satisfied with the way we propose to do so, you can contact Financial Services Complaints limited (FSCL). FSCL provides a free, independent dispute resolution service that may help investigate or resolve your complaint. If we have not been able to resolve your complaint to your satisfaction. You can contact Financial Services Complaints limited (FSCL) by emailing info@fscl.org.nz or by calling: 0800 347 257. You can also write to them at: P.O. Box 5967, Wellington, City, Wellington 6145

DUTIES INFORMATION

Phoenix Financial Consultants Limited, 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 is not 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 behavior, 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>

CONTACT DETAILS

Phoenix Financial Consultants Limited (FSP729192) is the Financial Advice Provider. You can contact us at: Phone: 09 8207101 or 0211025323 Email: ralph@phoenixfinancial.co.nz Address: 109A Taylor Street Blockhouse Bay, Auckland 0600