

Lending 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.

When we say “we”, “us”, “our”, or “ours”, we mean NZOne Group Limited (trading as NZOne Financial Services).

Details about me and my Financial Advice Provider

I am a Financial Adviser. I give advice on behalf of a Financial Advice Provider. My details are set out below.

Full Name: Rakesh Verma

Address: 21 Manuel Road, Silverdale, Auckland 0932 New Zealand

Phone: 027 272 7605

Email: rakesh.verma@nzonegroup.com

FSPR Number: 487569

My Financial Advice Provider below is authorised to operate under the licence held by NZOne Group Limited.

Name of Financial Advice Provider: NZOne Group Limited

Trading as: NZOne Financial Services

FSPR Number: 491366

Address: 21 Manuel Road, Silverdale, Auckland 0932 New Zealand

Phone: 0800 469 637

Email: admin@nzonegroup.com

Website: www.nzonegroup.com

Licensing information

We operate under a current licence issued by the Financial Markets Authority in the name of: NZOne Group Limited. Our Financial Services Provider number is **491366**. You can find us on the Financial Services Provider Register here: <https://fsp-register.companiesoffice.govt.nz/>

Nature and scope of my advice

The information below will help you understand what type of advice I can provide to you.

Our duties

I am bound by and support the duties set out in the Financial Markets Conduct Act 2013. These duties include:

- o Meeting the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (the “Code”).
- o Giving priority to our client’s interests.
- o Exercising care, diligence, and skill.
- o Meeting the standards of ethical behaviour, conduct, and client care set out in the Code.

Services I provide

I can provide advice on mortgage products. I will help you choose a loan that is suitable for your purpose from a panel of lenders. Once I have chosen a lender and loan terms that are suitable for you, I will help you to obtain an approval. I may also be able to help you maintain your loan, for example assisting you with re-fixing your loan.

Banks and Lenders I use

I source loans from a panel of approved lenders. I have agreements, or “agencies”, with lenders. I can only give advice about products from the lenders I have agencies with. The current lenders I can use are:

- ANZ
- ASAP Finance Limited
- ASB
- Avanti Finance
- Basecorp Finance
- BNZ
- CFML
- Cressida Capital
- DBR
- First Mortgage Trust
- General Finance
- Heartland Bank
- NZCU Baywide
- Pallas Capital
- Pepper Money
- PROSPA
- RESIMAC
- SBS Bank
- SELECT Home Loan
- Southern Cross Partners
- Sovereign
- The Co-operative Bank
- Unity
- Westpac
- Zip Business

Products I can advise on

The types of lending 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 partners to make it easier for you. However I am not able to give advice on the products they offer and I have not checked to see if they can meet your specific needs. You are free to use other providers of your choice or undertake your own research.

- Asset Finance
- JB Insure
- XE Money
- Ray White Real Estate
- Tower
- Prospa
- UK Pension Transfers

I can also help you with KiwiSaver. Please let me know if this is of interest and I will provide you with Information about the KiwiSaver providers I use, the extent to which I can help you and any commission payments or referral fees that I may receive. I am unable to offer legal or tax advice and recommend you consult your solicitor or accountant for this type of advice.

Fees and expenses

Generally, we won't charge you any fees for the lending advice I provide to you. This is possible because, on settlement of a loan, we usually receive commission from the lender [which is explained in the commission section of this Disclosure Guide]. Any exceptions to this general position are explained below.

We may charge you a one-off fee if one or more of the following occurs:

(a) If we don't receive commission from the lender: If you request that I provide financial advice and we do not receive a commission from the lender, we may charge you a one-off fee. Any such fee would be agreed and authorised by you in writing before I complete the services and would be based on an estimate of the time spent providing the advice.

(b) If we have to repay commission to the lender: If a lender requires that we 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 \$3,000 (plus GST, if applicable) and would be calculated based on a rate of \$250 (plus GST, if applicable) per hour of my time spent providing financial advice to you in connection with the applicable loan. The fee we charge you will not exceed the amount of commission I have to repay to the lender.

(c) When substantial work has been undertaken: If substantial work has been undertaken to prepare and/or submit your application and you withdraw, transfer, or cancel your application, you may be charged a fee. This fee will be calculated based on a rate of \$250 (plus GST, if applicable) per hour of my time spent working on the applicable loan. You will be invoiced for any one-off fee and will be given 30 days to make payment.

Conflicts of interest – Commission and Incentives

On settlement of a loan, the lender usually pays a commission to NZOne Financial Services and to me. This is known as an “upfront” commission and is calculated as a percentage of your total lending amount.

If you keep your loan, the lender usually pays a commission to NZOne Financial Services and to me every year. This is known as a “ongoing” commission and is based on the amount of your total remaining lending. Some lenders may also pay a fixed commission amount for every loan I re-fix with them. The commission percentages and re-fix amounts used by each lender are outlined below:

Table 1 - Adviser Fee (no commission)

The maximum percentage rates, or maximum fee charged for each lender is set out below. This fee is then paid to me by the lender, instead of a commission payment.

Lender	Fee
ASAP Finance Limited	1.00%
Cressida Capital	1.00%
DBR	1.00%
First Mortgage Trust	1.00%
Heartland Bank	\$500.00
Southern Cross	1.00%
Basecorp Finance	1.00%
CFML	1.00%

Table 2 - Adviser Fee (plus commission)

Lender	Fee
Avanti Finance	1.00%
RESIMAC	1.00%

Table 3 - Adviser commission

Lender	Upfront %	Ongoing %	Refix (\$)
ANZ	0.85%	0.00%	\$150.00
ASAP Finance Limited	0.80%	0.00%	\$0.00
ASB	0.85%	0.00%	\$150.00
Avanti Finance	0.80%	0.00%	\$0.00
Basecorp Finance	1.00%	0.00%	\$150.00
BNZ	0.55%	0.15%	\$0.00
CFML	1.50%	0.00%	\$0.00
Cressida Capital	1.00%	0.00%	\$0.00
DBR	1.00%	0.00%	\$0.00
First Mortgage Trust	1.00%	0.00%	\$0.00
Heartland Bank	1.50%	0.00%	\$0.00
NZCU	0.50%	0.00%	\$0.00
Pepper Money	0.60%	0.15%	\$0.00
RESIMAC	0.60%	0.15%	\$0.00
SBS Bank	0.80%	0.00%	\$150.00
Select Home Loan	0.60%	0.15%	\$0.00
Southern Cross	1.00%	0.00%	\$0.00
Sovereign	0.60%	0.20%	\$0.00
The Co-Operative Bank	0.70%	0.00%	\$150.00
Westpac	0.60%	0.20%	\$0.00
Zip Business	1.00%	0.00%	\$0.00

In addition, some lenders I deal with will charge a fee which is capitalised (or added) to the amount of your loan. This fee is normally calculated as a percentage of your loan at drawdown. This fee is then paid to us by the lender, in lieu of (or in addition to) any commission payment we receive from that lender. If I recommend to you a loan with a lender where this fee applies, I will let you know that this fee applies to you and the amount of the fee (or the percentage that the lender will use to calculate the fee).

If there are any variations to the above or any other commission payments that may apply, specific to your loan application, I will disclose this to you as part of my advice process. Once I have made my recommendations and you are comfortable proceeding, I'll reconfirm any applicable commission with you.

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

Commission payments or referral fees can be paid in different ways:

- Paid in full to a financial adviser.
- Shared between two or more financial advisers.
- Paid to an employer who then pays a financial adviser a salary.
- Paid in full to a financial adviser's company, from which the financial adviser takes drawings or profit share.
- Shared with a licence holder to cover the costs of the services they provide.

I can provide you with more information to explain which option applies to me. Occasionally I may receive incentives or rewards from lenders or referral partners. For example, lenders may provide us with gifts, tickets to events or other incentives.

I manage the conflict of interest arising from these commission(s) by:

- Following an advice process that ensures I understand your needs and goals, so that I always recommend the best product for you regardless of the type and amount of commission we may receive.
- Ensuring the amount of any loan is in accordance with your identified needs.
- Providing you with the above table showing commission rates and types by product provider.
- Undertaking regular training on how to manage conflicts of interest.

Privacy & security

I will collect personal information in accordance with our Privacy Policy. I regard client confidentiality as of paramount importance. I will not disclose any confidential information obtained from or about you to any other person, except in accordance with our Privacy Policy. Our Privacy Policy can be found on our website here:

<https://nzonegroup.com/privacy-policy/>

Complaints & Dispute Resolution

If you have a complaint about my financial advice or the service I gave you, you need to tell me about it. Alternatively, you can contact our internal complaints service by phoning 0800 469 637 or emailing admin@nzonegroup.com using the heading “Complaint - (Your Name)”. Please set out the nature of your complaint, and the resolution you are seeking. We will acknowledge receipt of this within 24 hours.

We will then record your complaint in our Complaints Register and will work with you to resolve your complaint. We may want to meet with you to better understand your issues. We aim to 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 independent service will cost you nothing and will assist us to resolve things with you.

Our external dispute resolution service:

Name: Financial Services Complaints Limited

Freephone: 0800 347 257

Website: <https://www.fscl.org.nz/>

E-mail: complaints@fscl.org.nz

Postal address: PO Box 5967, Wellington 6140

For more information, please see our Complaints Policy which can be found on our website here:

<https://nzonegroup.com/complaints-policy/>

My Duties

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

- Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code).
- Give priority to my client’s interests.
- Exercise care, diligence, and skill.
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code.

Availability of information

This information is available in hard or soft copy on your request.