

Important information about our business

Tailored Financial Services Limited is a Licensed Financial Advice Provider issued by the FMA to provide financial advice services. Financial Services Provider Number is 754971.

Our office contact details:

Address: 11a Fernaig Street, Papakura, Auckland

Phone: 021910856

Email: chris@tailoredfinancialsolutions.co.nz

Website: www.tailoredfinancialsolutions.co.nz

Nature and Scope of financial advice services

Our Services are;

- Debt management (including borrowing for personal and investment purposes)

Products we can provide financial advice about;

- Loans including mortgages, reverse mortgages and deposit bonds

Product providers we might recommend;

ANZ, ASB, BNZ, Westpac, ASAP Finance, Avanti, Basecorp, Cooperative Bank, CMFL, Bank of China, Bluestone, Cressida Capital, DBR, First Mortgage Trust, Funding Partners, Heartland Bank, Liberty, Pepper Money, Plus Finance, Prospa, Resimac, SBS, Pallas Capital and Southern Cross Partners.

Our fees

Generally we don't charge you any fee for the advice and solutions that we provide to you. This is possible because, on settlement of a mortgage, we usually receive commission from the applicable product provider as described above. There are two exceptions to this general position which are explained below.

We may charge you a one-off fee in the following situations:

(a) No commission: If you request that we provide services in relation to a product or service and we do not receive a commission. Any such fee would be agreed and authorised by you in writing before we complete the services, and, would be based on an estimate of the time spent providing the advice.

This may arise in the rare event that you request that we provide Services in relation to either a product that is offered by a provider that we do not hold an accreditation with, or a product that is outside our usual arrangements with our product providers.

(b) Repayment of commission: If a product or service provider requires that we repay commission within 27 months of settlement of your mortgage. Any such fee would be no more than \$2,500 (plus GST) and would be calculated based on a rate of \$250 (plus GST) per hour of the financial adviser's time spent providing services to you in connection with the applicable mortgage. The fee charged will not exceed the amount of commission clawed back from the lender.

Should we need to charge you a fee, you will be invoiced and will be given 30 days to make payment.

Commissions

I may receive commissions at settlement from the relevant lender if you choose to take out a mortgage following my advice.

The commissions are between 0.55% and 0.85% of the initial mortgage balance or amount funded. I may/will also receive 0.15% to 0.20% of the mortgage balance on each anniversary.

The commission I receive is shared with Tailored Financial Services Limited T/A Tailored Financial Solutions for providing me with compliance support, training, and back-office support.

Conflicts of interest or other incentives

I am paid commissions by lenders when a mortgage settles and in some cases at the mortgage anniversary each year.

I ensure that I prioritise your interests by following an advice process that considers your circumstances and goals. I research suitable products and providers to ensure the advice meets your needs.

I also undergo annual training on how to manage any conflicts of interest and record any conflicts in a register that we review and manage.

Tailored Financial Services Limited T/A Tailored Financial Solutions is subject to a yearly audit and compliance reviews to ensure we meet our obligations while doing right by our clients.

How we manage any conflicts of interest

To ensure our advisers prioritise our clients' interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
- All our advisers undergo annual training about how to manage conflicts of interest.
- We maintain registers of conflicts of interest and the gifts and incentives we receive. These registers

are monitored regularly, and additional training is provided as required.

- We undertake an annual independent Compliance Assurance Review.

Our duties and obligations to you

We are bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Conduct
- Give priority to the clients' interest, and
- Exercise care, diligence and skill, and
- Meet the standards of ethical behavior, conduct, and client care set out in the Code of Conduct.

Our Internal complaints process

If you have a problem, concern, or complaint about any part of our advice or service, please tell us so that we can try to fix the problem.

Our internal complaints manager is Chris McGarry who can be reached via email at chris@tailoredfinancialsolutions.co.nz or 021910856. Chris McGarry will reply to you within 24 hours.

Our internal complaints handling process is as follows:

1. Acknowledge receipt of the complaint within 24 hours
2. Investigate complaint and provide a response within 7 working days
3. If we cannot agree on a resolution you can refer your complaint to our external dispute resolution service – see below

Our external complaints process

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme: [Insert DRS Provider]. This service will cost you nothing, and will help us resolve any complaints.

You can contact Financial Services Complaints Limited at:

Address: P O Box 9567, Wellington 6145

Phone number: 0800 347 257

Email address: complaints@fscl.org.nz