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(Brendon May Financial Services Limited FSP766411)

Publicly Available Disclosure Licensing information

Licensing Information

The Mortgage and Insurance Shop is a trading entity operating as a Financial Advice Provider under a current licence issued by the Financial Markets Authority in the name of NZ Financial Services Group Limited (FSP286965). The authorised body entities trading under The Mortgage and Insurance Shop are Brendon May Financial Services Limited and Ridgeline Financial Services Limited.

There are no conditions attached to this licence on the advice that may be given.

Our advice and Product Providers

We only provide advice to our clients about products from certain providers. These are:

AIA

ANZ Bank

ASAP Finance

ASB Bank

Asteron Life

Avanti Finance

Basecorp Finance

BNZ Bank

CFML Loans

Cigna

Cressida Capital

DBR Property Financiers

First Mortgage Trust

Heartland Bank (including MARAC)

Liberty Financial

NZCU
Partners Life
Peppermoney
Prospa
Resimac
SBS
Select powered by Bluestone
Southern Cross
Sovereign Home Loans
The Cooperative Bank
Westpac Bank
Zip Business
and others from time to time

What else can we offer

We can help you with other services through our referral partners:

XE Money – foreign currency transfers
Time Insurance – General Insurance
Plus 4 Insurance – General Insurance
Tower Insurance – Fire and General Asset
AIB Group Insurance – Fire and General Assets
Select Asset – Vehicle and Asset Finance
UK Pension Transfers

Commission

On settlement of a loan or issuance of a policy, we usually receive commission from the applicable product provider. The commission is generally of an upfront nature but may also include a renewal or trail commission.

This commission is used to remunerate the financial adviser that provides the advice, and to pay the expenses associated with running our business including any rent, staff costs and IT resources. From this commission we also pay NZ Financial Services Group Limited for services they provide to us in connection with our authorisation under their licence from the Financial Markets Authority.

Fixed rate roll over fee

On settlement of a mortgage, we usually receive commission from the applicable product provider through which we place business.

The commission is generally of an upfront nature but may also include a trail commission. The amount we receive is calculated on the amount of lending settled. We also receive a fixed rate roll over fee from some product providers if we assist in refixing your loan.

We will provide more specific details of these commissions once we have talked to you and understand your needs.

Referral arrangements

If we provide you a referral to Tower, Time Insurance, Plus 4 Insurance, AIB Group Insurance, XE Money, Select Asset or UK Pension Transfers and you decide to use their services, we receive a referral fee from them, based on a % of the upfront commission. We will provide you with more details about this if we provide you with a referral.

We take steps to ensure that the receipt of commissions does not influence the advice we give to you and that our advisers prioritise your interests by recommending the best product for your purpose regardless of the type and amount of commission we or they may receive. We do this by:

- Ensuring our advisers follow an advice process that ensures they understand your needs and goals and that their recommendations on insurance cover meets those needs and goals.
- Ensuring our advisers receive regular training on how to manage conflicts of interest.
- Providing you with a schedule showing commission rates and types by product provider. This schedule is contained within each Financial Adviser's personalised Disclosure Guide. A Financial Adviser will provide you with more information about commissions during the advice process.

Fees and Expenses

Generally, we do not charge you any fee for the advice and transactional solutions that we provide to you. This is possible because, on settlement of a mortgage or issuance of a risk insurance policy, we usually receive commission from the applicable product provider as described above.

There is one exception to this general position which are explained below.

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

- (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.

Should we need to charge you a fee, you will be invoiced and will be given 30 days to make payment or this can be paid direct from the lender to us, if this is added to the finance.

Conflicts of Interest and Commissions

If there are any conflicts of interest apart from commission that could potentially influence the advice that we give, these will be shown in the Financial Adviser's Disclosure Guide.

Complaints and Dispute Resolution

Your adviser will attempt to resolve any issue of dissatisfaction with you immediately.

If the matter cannot be resolved to your satisfaction, the adviser will escalate the complaint to his other manager, notifying you accordingly. We will send you an acknowledgement of your complaint within five working days of your complaint being notified to us. This letter will provide you with our timeline to respond to you and the name of the manager who will be managing our response. The manager will investigate and contact you to try to resolve the complaint to your satisfaction. It is important that you provide this person with all relevant information.

We will provide you with a written update within 20 working days of receiving your complaint. If we are unable to provide a full response to you at that point, our letter will explain why we are not yet able to do so and tell you when we will next contact you.

40 working days after the receipt of your complaint we will issue a final resolution. If we need to continue our review past this point, we will explain to you the reason for the delay and the required timeframe to provide a full response. At this point, if you feel that the delay is unsatisfactory, you can redirect your complaint to our external dispute resolution service provider detailed below.

If we are unable to resolve your complaint

We expect that our response to you will have addressed the concerns you have raised. If you feel that your concerns have not been appropriately considered, we invite you to submit any further information for consideration.

If we are unable to resolve your complaint despite our best efforts, you can contact our external dispute resolution scheme, who provides a free and independent dispute resolution service.

The contact details for our external dispute resolution service provider are:

Financial Services Complaints Ltd (FSCL)

Level 4, 101 Lambton Quay, Wellington 6011

0800 347 257 or (04) 472 3725

www.fscl.org.nz