

Advanced Mortgage and Insurance Solutions Disclosure Guide

Here is some general information about our business to help you decide if you want to seek our advice.

Licensing information:

We operate as a Financial Advice Provider under a current license issued by the Financial Markets Authority in the name of NZ Financial Services Group Limited (FSP286965)

Our advice and Product Providers

We provide advice to our clients about Personal Insurance and Home Loan products. We only provide advice about products from certain providers, these are: Mortgage providers:

Nature and scope of advice:

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

- We will analyse your personal needs and help you apply for and choose lending and insurance that is suitable for your purpose. The types of products we can help you with are set out below.
- Once we have chosen a provider, terms and structure that is suitable for you, we will help you to obtain an approval. We may also be able to help you maintain your loans and insurance, for example assisting you with re-fixing your loan and making any changes to your cover as your needs change.

Mortgage Lenders:

ANZ, Westpac, BNZ, ASB, ASAP Finance Limited, Avanti Finance, Cressida, DBR, First Mortgage Trust, Heartland Bank, NZCU, RESIMAC, SBS Bank, SELECT, The Co-operative Bank, TSB, Zip, Business Basecorp Finance, CFML, KiwiBank

Personal Insurance Providers:

Partners Life, Fidelity Life, Asteron Life, NIB, AIA, Accuro, Chubb Life

Commission:

On settlement of a loan or issuance of a risk or fire and general insurance 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. We also receive a fixed rate roll over fee from some product providers if we assist in refinancing your loan.

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 license from the Financial Markets Authority.

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 amounts 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.
- Our Insurance Adviser is a salaried adviser and does not receive any additional commission based on any new business issuance.

Fees and Expenses:

Generally, we won't charge you any fees for the financial advice we provide to you. This is possible because, on settlement of a loan or issuance of an insurance policy, we usually receive commission from the Provider. Any exceptions to this general position are explained below.

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

When we don't receive commission from the lender or insurer: If you request that we provide financial advice and we do not receive a commission from the lender or insurer, we may charge you a one-off fee. 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 lender that we do not hold an accreditation with, or a product that is outside our usual arrangements with our product providers).

Conflicts of Interest:

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

Complaints:

If you have a complaint about our service you need to tell us about it. You can contact our internal complaints service by phoning us on 03 980 451 or emailing us at scott@amsnz.co.nz with 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 notify our License Holder. We may want to meet with you to better understand your issues.

We will then investigate your complaint and provide a response to you within 7 working days of receiving your complaint. If we need more time to investigate your complaint, we'll let you know.

If we cannot agree on a resolution, you can refer your complaint to our external dispute resolution service. This service is independent and will cost you nothing and will assist us to resolve things with you.

Details of this service are:

Financial Services Complaints Limited Phone: 0800 347 257

Email: complaints@fscl.org.nz

Our Duties

Anyone within our business giving advice is bound by and supports the duties set out in the Financial Markets Conduct Act 2013. These duties are:

- Meet the standards of competence, knowledge, and skill and the standards of ethical behaviour, conduct, and client care set out in the Code of Professional Conduct for Financial Advice Providers.
- Give priority to your interests.
- Exercise care, diligence, and skill.