

Disclosure

City finance NZ Limited Licence status and conditions

City finance NZ Limited is a Licensed Financial Advice Provider, issued by the FMA to provide financial advice services. Financial Services Provider Number is: FSP 759072

Financial Advisers: Subburaj Rangaswamy (FSP695451)

NZBN: 9429047754041

Please follow this link to search the FSP register: <https://fsp-register.companiesoffice.govt.nz/>

Our contact details are:

Address: 140Q Hepburn Road, Glendene, Auckland 0602

Telephone: +64 0220033264

Email: info@cityfinance.co.nz

We provide financial advice on Mortgage Products and Consumer Credit Contracts. We encourage you to read the important information given below. It may help you decide whether your financial needs may be met by engaging with us.

Nature and scope of financial advice service

We provide financial advice on the Residential loan products. We provide financial advice service about loan products only from the following providers (also known as lenders):

AIA Home Loans, ANZ Bank, BNZ Bank, Westpac Bank, Kiwibank, The Cooperative Bank, Avanti Finance, ASAP Finance, Bank of China, Basecorp Finance, Bluestone Mortgages, DBR, First Mortgage Trust, Unity credit union, Cressida Capital, Funding Partners, Heartland Bank, Liberty Finance, Plus Finance, Prospera, Resimac, SBS Bank, Southern Cross Partners, Pepper Money, Line of capital and simplify.

Home & General Insurance - Tower Insurance – Referral Partner (e.g. Home, contents, vehicle, landlord protection)

KiwiSaver – NZ funds – Referral Partner

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We do not provide advice in respect of the following products:

- Investment products (e.g., shares, bonds, managed funds, etc.) and KiwiSaver products; and
- Estate planning (such as Wills, Enduring Powers of Attorney, and trusts of any description); and
- General Insurance products; and
- Personal Risk Insurance products, these enquiries are referred to a suitably qualified third party.

You will need to consult appropriate specialists if you would like advice on any of above mentioned four products.

Fees, expenses, or other amounts payable: -

With most transactions there is no cost to you, the client, because City finance NZ Ltd will receive commission/fee with one of these modes:

- Commission: Some banks/lenders pay Upfront range from 0.55% TO 0.88% depend on the bank.
- Service fee: Some banks/lenders pay from 0.15% to 0.25% per annum until the loan paid in full.
- Referral fee: Anywhere from 1% to 3% from net commission.
- Some of the banks pay \$150.00 for refixing the existing mortgage.

There are, however, a minority of the product providers that may charge a brokerage fee to you, the client, and may pass some or all this fee to City finance NZ Ltd. Our financial advisers may also negotiate and charge you, the client, for a nominal fee for our services depending on the circumstances. Any fee required to be paid will also be disclosed to you in the Statement of Advice and Final Disclosure provided to the client.

Conflicts of interest and commissions or other incentives

City finance NZ will receive commission from the lenders who provide residential loan products. If you decide to take out residential loan, then the lender will pay commission based on the amount of loan settled with that lender or lenders. Our advisers get remunerated by taking drawings from the company. From time to time, various product providers (described previously) may also reward us for the overall business provided to them. They may give tickets to sports events, hampers, or other incentives. To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our recommendations are made based on the client's personal goals and circumstances. All our financial advisers undergo annual professional development refresher training about how to manage conflicts of interest. We maintain registers of conflicts of interests, and the gifts and incentives received

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Our Duties and Obligations to you

City finance NZ Limited and its advisers have duties under the Financial Markets Conduct Act to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code), which is available on the Financial Markets Authority's website (fma.govt.nz).
- Give priority to the clients' interest.
- Exercise care, diligence, and skill.
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct

Internal complaints process

If you have a problem, concern, or complaint about any part of our advice or service, you can reach us as below: -

email: info@cityfinance.co.nz or call: +64 0220033264.

Write to: 140Q Hepburn Road, Glendene, Auckland 0602.

We will reply to you within 5 working days. We will review the complaint and discuss with you how we can resolve this. We aim to resolve our complaints in a timely manner and will indicate to you the time this complaint for take to resolve. We will communicate with you in the method you prefer – phone, email or written. If we cannot resolve this complaint in a manner which is acceptable then you can contact our free independent dispute resolution service.

External complaints process

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints process, you can contact the external disputes resolution scheme, Financial Services Complaints Limited. Financial Services Complaints Limited provides a free and independent dispute resolution service that may help to resolve your complaint if we haven't been able to do so to your satisfaction. To contact

Financial Services Complaints Limited:

Address: PO Box 10845 Wellington

Phone number: 0800-888-202

Email address: info@ifso.nz

Website: www.Ombudsman.org.nz