Important Disclosure / Information about Mortgage Time

Licensing Information:

Mortgage Time Limited is a licensed Financial Advice Provider authorised by the Financial Markets Authority (FMA) to provide financial advice services.

Our Financial Service Provider (FSP) number is **FSP1005314.**

Below are the Financial Advisers who are able to provide advice on behalf of Mortgage Time Limited (Financial Advice Provider):

1. Brodie Sadgrove – FSP517566

Business contact details:

Address: Level 1, 20 Parumoana Street, PORIRUA 5024
Phone: 027 244 6444
Email: brodie@mortgagetime.co.nz
Website: www.mortgagetime.co.nz

We encourage you to read the important information provided below. It will help you decide whether your financial needs may be met by engaging with Mortgage Time.

Nature and Scope of financial advice services:

Our Services:

1. Mortgages / Home lending (residential, business, commercial) products
2. Personal lending (for debt consolidation, mortgage lending readiness, and non-home lending purposes)
3. Mortgage structure and mortgage lifecycle advice

Products we provide financial advice on:

Loans, including mortgages, personal loans, and reverse mortgages.

Our Mortgage Providers:

We, through our financial advisers, provide financial advice about loan products from the following providers (also known as lenders):

AIA Services NZ	General Finance Ltd	TSB Bank
ANZ Bank	Heartland Bank	Westpac
ASB Bank	Liberty Finance	Cressida Capital Ltd
Avanti Finance Ltd	Kiwibank Limited	Funding Partners Ltd
Bank of China	Pepper Money	Southern Cross Finance
BNZ Bank	Resimac Finance	Gold Band
DBR Limited	SBS	Plus Finance
First Mortgage Trust	Coop	Unity (formerly NZCU)

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

1. General Insurance products (e.g. house, car, contents, landlord insurances).
2. Personal Risk Insurance products (e.g. life, income, mortgage protection, health insurances).
3. Investment products (e.g. shares, bonds, managed funds, etc.) and KiwiSaver products.
4. Estate Planning (e.g., Wills, Enduring Powers of Attorney, trust and company establishment of any description).

We can refer you to a suitably qualified third party. You will need to consult them directly if you would like advice on any products or services that we do not provide advice on.

Our Fees:

Our remuneration is generally paid by product providers by way of commission. This particularly applies to loans arranged with banks.

Some non-bank lenders do not pay commission. Where this applies, Mortgage Time may charge a fee on settlement. We do not charge a fee simply to process an application. Any fee that may apply will be clearly disclosed to you before you commit to the financial transaction.

We may also charge a fee where a client repays or refinances a residential home loan within a defined period after drawdown (generally 24 or 27 months, depending on the lender) and Mortgage Time is required to repay some or all of the commission received from the lender. This is commonly referred to as a commission clawback.

If a fee may apply, we will explain the amount or method of calculation, when it may be charged and when it will be payable.

Commissions paid by the product providers:

The following types of commissions are paid by the product providers to Mortgage Time.

1. Initial commission

- Mortgage lending – This is a percentage of the value of your loan balance at the time of settlement (taking out the lending) ranging from 0% to 0.88%;
- Personal lending – This is a percentage of the value of your loan balance at the time of settlement (taking out the lending) ranging from 3% to 3.5%;
- KiwiSaver referral: We may receive a referral payment of between $40 and $300, depending on the size of your KiwiSaver contributions within the first 12 months.

2. Ongoing commission

- Mortgage lending – This is a percentage of your outstanding loan balance, usually calculated periodically while you hold the loan, ranging from 0.15% to 0.20%.
- KiwiSaver (referral commission) – This is 0.125% per year commission (paid monthly) of your KiwiSaver account balance ongoing.

Conflicts of interest or other incentives:

We are here for our clients and to advise you as best we can. Your interests are our priority, although we do have business relationships with product providers also. We may receive a small gift from a product provider (such as a bottle of wine or event tickets), or product providers may offer access to conferences or professional development training.

How we manage any conflicts of interest:

To ensure our advisers prioritise our clients' interests:

1. We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
2. All our advisers undergo annual training about how to manage conflicts of interest.
3. 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.
4. 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 & 431M) to:

1. Meet the standards of competence, knowledge and skill set out in the Code of Conduct,
2. Give priority to our clients' interests,
3. Exercise care, diligence, and skill,
4. Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.

Complaints:

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 Brodie Sadgrove who can be reached via email at director@mortgagetime.co.nz or 027 244 6444.

Brodie will reply to you within 1 business day, acknowledging your complaint and providing a timeline of the process.

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 – Financial Services Complaints Limited (FSCL). This service is a free, independent dispute resolution scheme. See fscl.org.nz or call 0800 347 257 for information on the FSCL scheme.

This process may take several weeks, as the process is overseen by an independent adjudicator.

You can contact Financial Services Complaints at:

Address:	FSCL, PO Box 5967, Wellington 6145
Phone number:	0800 347 257
Email address:	complaints@fscl.org.nz