



Public Disclosure information:

Waikato Mortgage & Life Brokers Ltd is a Licensed Financial Advice Provider with a full license issued by the FMA to provide financial advice services FSPR number: **FSP743431**.

Financial Advisers:

Nitin Bansal: Mortgage & Insurance Advisor. FSP number: 207449

John Andrew Higgins: Group Insurance Specialist. FSP number: 41441

Shaanveer Singh Bhatia: Insurance Advisor. FSP number: 1008070

Our office contact details:

Address: 27 Harwood Street, Hamilton

Phone: 021-684-124

Email: info@WMLB.CO.NZ

Website: WWW.WMLB.CO.NZ

Nature and Scope of financial advice services:

<i>Our Services:</i>
<ul style="list-style-type: none">• <i>Personal insurance Products.</i>• <i>Debt management (including borrowing for residential and business purposes)</i>
<i>Products we can provide financial advice about:</i>
<ul style="list-style-type: none">• <i>Personal and group Insurance (life cover, income/mortgage protection, trauma cover & Health insurance)</i>• <i>Loans including personal, business or commercial mortgages.</i>
<i>Product providers we might recommend:</i>
<ul style="list-style-type: none">• <i>Partners Life, AIA NZ, Asteron, Fidelity Life, Cigna (For personal/business Life/disability)</i>• <i>Partners Life, AIA NZ, NIB, Southern Cross, Accuro (For Health Insurance)</i>• <i>ANZ, ASB, BNZ, SBS (For mainstream lending)</i>• <i>Pepper Money, Resimac, Heartland Bank, Prospera (For Non/small bank lending)</i>• <i>TSB, WESTPAC, KIWI BANK (For direct referrals as per client agreement)</i>



Our Remuneration:

Commission Basis: Free service for Clients: In most cases we don't charge our clients fees, expenses or anything else directly for the financial advice we provide.

- *As WMLB might receive commission from the product providers upon issuance of business.*
- *Clawback charges: Providers/Banks pay WMLB a commission on a percentage basis with a claw back clause of (24-27 months). If the product put in place is cancelled, reduced or replaced within that period.*
- **If the above event happens WMLB may have to seek reimbursement from the client and that will be disclosed in the terms of engagement prior to commencing any work.**

Fees Basis: Only after prior discussion and agreement with clients

The actual fee charged to you will depend on the nature and scope of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed and explain how they are payable before undertaking any work.

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.

From time to time our product providers assist us with funding so we can bring our advisers together for conferences and professional development training.

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 interests 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 Services Legislation Amendment Act 2019 (FSLAA): This is only a summary of duties and more information is available by contacting us or by visiting the link:

<https://www.fma.govt.nz/business/legislation/new-financial-advice-regime>

- *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*
- *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 Email is complaints@WMLB.CO.NZ. WMLB will reply to you within 48 hours. Our internal complaints handling process is as follows:

- *Complaint received (complaints disclosure provided & complaint recorded in the register*
- *Contact made with the client by WMLB within 48 hrs.*
- *Achieve mutual resolution with the client.*
- *If client is not satisfied, then direct them to our external complaints process.*

Sometimes no matter how compassionately and comprehensively we manage a complaint, the client may wish to take the matter further and they are entitled to do so.

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 Complaints Services Ltd (FSCL). This service will cost you nothing and will help us resolve any disagreements.

You can contact FSCL at:

Address: PO Box 5967, Lambton Quay, Wellington

Phone number: 0800 347 257

Email address: info@fscl.org.nz