

NATURE AND SCOPE OF MY ADVICE

EASYSTREET Mortgages Limited (EASYSTREET) provides financial advice and investment services relating to the following financial products:

KiwiSaver, superannuation and investment products:

- NZ FUNDS KIWISAVER SCHEME
- NZ FUNDS WEALTH BUILDER
- NZ FUNDS INCOME GENERATOR
- BOOSTER KIWISAVER SCHEME
- GENERATE KIWISAVER SCHEME

Life insurance provided by:

- AIA
- ASTERON LIFE
- PARNERS LIFE
- FIDELTY LIFE
- CIGNA

Mortgages provided by:

- ANZ
- ASB
- BNZ
- WESTPAC
- SBS
- CO-OPERATIVE BANK
- SOVERIEGN HOME LOANS
- RESIMAC
- AVANTI
- LIBERTY
- NZCU
- PROSPA
- GOLDBAND FINANCE
- PEPPER MONEY
- BLUESTONE
- CRESSIDA CAPITAL
- FUNDING PARTNERS
- SOUTHERN CROSS
- DBR
- ASSET FINANCE
- BASECORP
- SILVER HARBOUR CAPITAL
- HEARTLAND

EASYSTREET does not generally provide financial advice on products not listed above. However, some clients may have investments in other financial products. Where this is the case, we may provide advice on those products as part of providing financial advice to these clients.

Fees and Expenses

EASYSTREET may charge the following fees for financial advice:

Most of the time, our services are completely free. That's because instead of being paid by you, we receive revenue from our product suppliers like banks and insurers.

We feel it's important you understand how we are paid, after all we ask the exact questions to you when applying for a home loan.

- Commercial Property Purchase
- Speciality Residential Home Loan purchase - Either the result of credit impairment like defaults or the loan is complex by nature. We will inform of you when this is the case.
- Fees for lending examples outlined below are charged at 1% of the loan amount.
- Loan is intended to be with a lender for less than 27 months.
- The lending circumstances are complex in nature and require a great deal of pre-application work.

We do also reserve the right to charge fees at \$217.50 + GST per hour. We may do this when charging a percentage of the loan amount isn't appropriate for the circumstances.

Note, we will inform you in writing prior to any fees being applicable. This may be when confirming an approval, and may not be at the very start of our engagement. Often we won't know of any credit issues until after we have submitted an application.

Duties

EASYSTREET and anyone who gives financial advice on our behalf, have legal duties relating to the way that we give advice.

We must:

give priority to our clients' interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests;

exercise care, diligence, and skill in providing the advice;

meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice); and

meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we treat you as we should and give you suitable advice).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at www.fma.govt.nz.

Conflicts of Interest, Commissions and Incentives

Our financial advisers are remunerated by way of receiving a commission from the sale of a financial product.

EASYSTREET may receive commissions from the managed investment scheme managers on whose products we provide financial advice or in which our clients invest, insurance companies on whose policies we provide financial advice, and from the banks with whom we arrange mortgages. These commissions are based on the amount of the sum invested, insurance premiums paid or mortgage (as applicable).

Specific commissions that EASYSTREET are listed here <https://www.easystreet.org.nz/how-we-are-paid>

It's important to understand a commission payment represents a top-line revenue payment to the business. Like any business, EASYSTREET has significant costs and these numbers do not reflect the actual amount an adviser may earn.

To ensure that EASYSTREET's financial advisers prioritise each client's interests above their own, they follow an advice process that is designed to ensure their recommendations are made on the basis of the client's circumstances and financial goals and are suitable for the client. EASYSTREET also:

has a quality assurance programme in place to monitor the advice our financial advisers provide;

actively monitors compliance with our conflicts policies and procedures; and

ensures training is provided to all EASYSTREET financial advisers about how to manage conflicts of interest.

Complaints Handling and Dispute Resolution

Even with the best of intentions, complaints sometimes arise. EASYSTREET MORTGAGES LIMITED is committed to ensuring that all client complaints are handled and resolved in a professional, fair and timely manner in accordance with our Client Complaints Policy and associated procedures. If you are not satisfied with our financial advice services, you can make a complaint by contacting us at:

SUITE 5A, 166 MOORHOUSE AVE,

CHRISTCHURCH, 8011

ATTENTION: COMPLIANCE MANAGER

COMPLIANCE@EASYSTREET.ORG.NZ

When we receive a complaint, we will consider it and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint. We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.

We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact FDRS (FINANCIAL DISPUTES RESOLUTION SCHEME) an approved dispute resolution scheme who provide a free, independent dispute resolution service that may help investigate or resolve your complaint.

You can contact FDRS (FINANCIAL DISPUTES RESOLUTION SCHEME) at:

Address: PO Box 2272 Wellington 6140

Telephone number: 0508 337 337

Email address: fdrs.org.nz