

LICENSING INFORMATION

Financial Advice Hawkes Bay – FSP110362, holds a licence issued by the Financial Markets Authority to provide financial advice.

CONTACT DETAILS

Financial Advice Hawkes Bay trading as Financial Advice Hawkes Bay is the Financial Advice Provider.

You can contact us at:

Phone: 06 834 0974 or 0800 340 974

Email: office@fahb.co.nz

Address: Level 1, 20-22 Munroe Street, Napier 4110

NATURE AND SCOPE OF ADVICE

Financial Advice Hawkes Bay advisers provide advice about:

- Financial Planning
- Investments
- Retirement Planning
- Personal Insurance.

We provide advice in relation to the following products:

- Managed Funds
- KiwiSaver
- Direct Shares and Bonds
- Term Deposits
- Health
- Life, Trauma, Income Protection & Monthly Mortgage Repayment insurances.

We provide advice in relation to products provided by the following companies:

- FNZ Custodial Services, Apex Wealth Management & Investment Custodial Services Limited and Adminis Limited. Via these platforms we can access a wide range of domestic and international investments. Including but not limited to Managed Funds, Shares, Bonds, AUTs, ETF's, UK Listed Trusts, etc.

We hold direct agreements with the following companies:

- Fisher Funds Management Limited
- Jarden Securities Limited (J B Were)
- Milford Asset Management
- Amova Asset Management
- ANZ Investments
- Fidelity Life
- nib nz Limited
- AIA New Zealand Limited
- Asteron Life
- Booster Investment Management

FEES AND EXPENSES

Our Planning Fees

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.

Planning fees start from \$1,000.00 plus GST and are payable within 14 days of your adviser providing you your Statement of Advice. An invoice will be provided at this time with payment details.

Service Fees

Investment Portfolio fees

The fees charged for our advice and services may be based on a combination of a percentage - based fee; or a set dollar amount.

Our agreed advice and service fees may include charges for:

Initial, ongoing or annual advice and services.

Examples of known fees:

- *One-off implementation fees of 1.0% based on amount invested*
- *Ongoing monitoring fees range from 1.0% - 0.5% per annum and are calculated based on a percentage of the total portfolio value*
- *An hourly rate of \$250.00 + GST can be charged.*

Other Costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs.

However, we will agree all additional costs with you prior to incurring them.

CONFLICTS OF INTEREST

Financial Advice Hawkes Bay has a subscriber agreement for services provided by Ignite 2018 Limited (Ignite) (a service company that does not provide financial advice) for which we pay a monthly bundled service fee per financial adviser. Financial Advice Hawkes Bay is a small shareholder in Ignite.

Ignite provides Discretionary Investment Management Services (DIMS) through which Financial Advice Hawkes Bay uses the Ignite Portfolio Service (IPS) for clients as a possible investment solution. Ignite receives payments based on the total of the investments held with the IPS. No portion of any such payments are paid to Financial Advice Hawkes Bay or its advisers and we aren't under any obligation to place any business with the IPS but Financial Advice Hawkes Bay indirectly benefits from those payments through the Ignite member services they fund.

IGNITE also has an agreement with Fisher Funds Management Limited (Fisher Funds) relating to investments placed with Fisher Funds by IGNITE member clients. Under this agreements, IGNITE receives payments based on the total of the investments held with Fisher Funds. No portion of any such payments are paid to Financial Advice Hawkes Bay or its advisers, and we aren't under any obligation to place any business with either Fisher

Funds, but Financial Advice Hawkes Bay Ltd indirectly benefits from those payments through the IGNITE member services they help fund.

We also receive a loyalty bonus from Fisher Funds which is calculated on our individual Adviser Business earnings from Fisher Funds products for the 12 months period ending the 31st of December each year.

We manage the resulting conflicts of interest by ensuring our advisers only recommend investment products where the adviser is satisfied that those products provide the best outcome for our clients, when compared with any other product we are able to recommend, having regard to the nature and scope of the service agreed with the client.

Financial Advice Hawkes Bay may receive commissions from the insurance and investment companies whose policies we can recommend. If you decide to take out insurance or investments that we recommend, the companies will pay a commission to Financial Advice Hawkes Bay. For insurances the commission is based on the amount of premium associated with your cover; and for investments it is based on the funds under management. Specific commissions will be advised to you when advice is provided.

From time to time, product providers may also reward us for the overall business we provide to them. They may include bonus payments, conference registrations, tickets to sports events, hampers, or other incentives. Last Financial year these benefits totalled less than \$5,000.00.

To ensure that our financial advisers prioritise the client's interests above their own and to manage the potential conflicts of interest as disclosed above, all Financial Advice Hawkes Bay advisers follow the 6-step advice process that ensures personalised recommendations are made on the basis of the client's goals and circumstances, as advised by the client. Financial Advice Hawkes Bay financial advisers complete regular training, including how to manage conflicts of interest. Each adviser has a regular compliance review of their advice process and our compliance programme is reviewed by our compliance adviser.

DISPUTES AND COMPLAINTS

If you are not satisfied with our financial advice service, you can make a complaint by emailing office@fahb.co.nz or by calling 06 834 0974. You can also write to us at PO Box 733, Napier 4140. When we receive a complaint, we will consider it using our internal complaints process:

- We will consider your complaint 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 the Insurance & Financial Services Ombudsman (IFSO). IFSO provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction. You can contact IFSO by email on info@ifso.nz or by freephone on 0800 888 202.

DUTIES INFORMATION

Financial Advice Hawkes Bay, and anyone who gives financial advice on our behalf, has duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice. We are required to:

- give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests (431K)
- exercise care, diligence, and skill in providing you with advice (431L)
- 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 (431I)
- 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 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 <https://www.fma.govt.nz>.