

DISCLOSURE STATEMENT

IMPORTANT INFORMATION ABOUT OUR BUSINESS

Go Mortgages Limited (FSP747733) is a Licensed Financial Advice Provider. This licence is issued by the Financial Markets Authority (FMA) to provide financial advice.

Tony (Anthony) Ridley, Mortgage Advisor (FSP72541), is the only Financial Adviser who can give financial advice on behalf of Go Mortgages Limited.

Our office contact details

Address: PO Box 316 079, Wairau Valley, Auckland 0760

Phone: 09 441 4020 / 021 754 350

Email: tony@gomortgages.co.nz

Website: www.gomortgages.co.nz

Nature & Scope of financial advice services

Our Services

- ▶ Home Loan Advice – new purchases, loan re-fixes, refinances, mortgage reviews
- ▶ Debt management strategies

Products we can provide financial advice about

- ▶ Home Loans / Mortgages
- ▶ Construction Loans
- ▶ Personal / Business Loans
- ▶ Reverse Mortgages

Product providers we may recommend:

- | | | |
|-------------------------|------------------------|---------------------------|
| - ANZ | - Avanti Finance | - DBR |
| - ASB | - Heartland | - Funding Partners |
| - BNZ | - Resimac | - First Mortgage Trust |
| - Kiwibank | - NZCU | - Liberty |
| - The Co-Operative Bank | - Sovereign Home Loans | - Pepper Money |
| - SBS Bank | - ASAP Finance | - Plus Finance |
| - TSB | - Basecorp Finance | - Prospa |
| - Westpac | - Cressida | - Southern Cross Partners |

Commissions, Fees & Costs

Commissions:

We may receive a commission at settlement from the relevant lender if you choose to take out a mortgage following our advice. The commissions are between 0.55% and 0.85% of the initial mortgage balance or amount funded. We may also receive 0.00% to 0.20% of the mortgage balance on each anniversary.

Fees & Costs:

In most cases we do not charge you a fee if you decide to take a loan.

There are some exceptions though and Fees may be payable in the following instances:

1/ Repayment of loan within 2 years

If you repay, cancel or refinance your mortgage within the first 2 years after it settles the bank may recover all/some of the commission paid to Go Mortgages Limited. Our fee for our financial advice in this instance is \$1,800. This is based on an average of 12 hours of work calculated at \$150 per hour. We will invoice you for this fee and it will be payable on the 20th of the month following the repayment of your loan. Details of how to make payment will be included on the invoice.

2/ The lender does not pay a commission

If the rare instance the lender does not pay a commission then Go Mortgages Limited will charge a one-off fee when the loan settles. This fee will be agreed in advance. You will not be charged any fees unless the fee is agreed in advance.

3/ You engage us for Financial Advice on a billable hours basis

Hourly rate is \$150/hour. An estimate of the numbers of hours involved in the advice process should be provided in advance.

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.

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 & Obligations to you

We are bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- ▶ 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 and
- ▶ Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.

Complaints

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 Tony Ridley who can be reached via email at feedback@gomortgages.co.nz or 09 441 4020. Tony will reply to you within 2 working days.

Our complaints handling process is as follows:

1. To lodge a complaint, existing clients can select the "Complaint" button in their profile or at the bottom of the portal web page. If you're not an existing client, please email your complaint to our internal Complaints' Manager at feedback@gomortgages.co.nz
2. We will reply to you within 2 working days
3. We will endeavour to resolve your complaint within 10 working days.

Our external complaints process:

If we cannot agree on how to resolve the complaint, you can contact Financial Services Complaints Limited (FSCL). FSCL are an independent, not-for-profit, external dispute resolution scheme approved by the Minister of Consumer Affairs. FSCL's service does not cost you anything and they will help resolve the complaint.

You can contact FSCL:

- ▶ by calling 0800 347 257
- ▶ by emailing complaints@fscl.org.nz
- ▶ through FSCL's website: www.fscl.org.nz
- ▶ writing to: FSCL

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WELLINGTON 6011