

DISCLOSURE

LICENSING INFORMATION

Moneykart Limited (FSP 625529) holds a License issued by the Financial Markets Authority to provide financial advice.

NATURE AND SCOPE OF THE ADVICE

Moneykart Limited's financial advisers provide financial advice to our clients about their mortgages, life insurance, health insurance. Our financial advisers provide financial advice in relation to these financial advice products. We only provide financial advice about products from certain providers:

• **For mortgages**, we work with banks and non-bank lenders **ANZ**, Apricity Finance, ASAP Finance, **ASB**, **Avanti Finance**, Asset Finance, Admiral Finance, Basecorp Finance, **BNZ**, CFL, Cressida Capital, DBR, Funding Partners, Geneva Finance, Gold Band Finance, **Kiwi Bank**, Lock Finance, MBG, Oxford Finance Pepper Money, Plus Finance, **Prospa**, Resimac, **SBS Bank**, Southern Cross Partners Limited, **Westpac**. This list of lenders may change from time to time.

For life insurance, we work with four companies – AIA, Chubb, Fidelity Life, Partners Life

- **For health insurance**, we work with NiB.
- In providing you with financial advice, we will only consider existing term life, trauma, income protection and health insurance policies (if any). We will not provide advice on existing whole of life or endowment products, so you will need to consult a specialist if you would like advice on those products. This list of Insurance service providers may change from time to time.
- **For Fire & General insurance**, we work with Tower and Blanket insurance (underwritten by Ando).
- **For Kiwisaver**, we work with Generate and NZ Funds.

FEES OR EXPENSES

Generally, Moneykart and our Financial Advisers don't charge you any fees for the advice and transactional solutions provided to you. This is possible because they usually receive commission from the applicable product provider as described above. There are exceptions to this general position which are explained below.

Moneykart is paid a single 'upfront' commission (percentage of the loan facility), an ongoing (trail) commission (percentage of the loan facility), or a mix of both. This is paid to us by the Lender, when arranging finance or by the insurance provider while arranging for cover.

You may be charged a one-off fee in the following situations:

- This may arise in the rare event that you request services in relation to either a product that is offered by a provider that Moneykart Limited or the Financial Adviser does not hold an accreditation with, or a product that is outside our usual arrangements with our product providers.
- If you request services in relation to a product or service and Moneykart or its Financial Adviser does not receive a commission. Any such fee would be agreed and authorised by you in writing before the services were completed and would be based on an estimate of the time spent providing the advice.
- Moneykart's role as Advisers is to secure a loan offer as per your application. In the event that you choose not to proceed with the offer provided, Moneykart reserves the right to charge a minimum of \$1,500* for cost recovery of the time spent in advice, negotiation, and administration of the loan offer. *This has been calculated on an average of 6 hours of advice, negotiation, and administration to complete and submit your loan to the provider, at our hourly rate of \$217.50.00 per hour + GST.

- **Claw backs (Repayment of commissions)**

If a mortgage is repaid within 27 months of your mortgage settlement, Moneykart will have to repay some of the 'upfront' commission received. This has to be repaid to the Lender. This is known as 'commission claw back'. If Moneykart is charged with a commission claw back, due to early settlement of the mortgage arranged for you, then Moneykart will ask you to repay to Moneykart the commission that has become repayable to the Lender, and cost of service to a maximum of \$3,000.00* (incl GST), for the service provided.

*This has been calculated on an average of 12 hours of advice, negotiation, and administration to complete and submit your loan application to the provider, at our hourly rate of \$217.50.00 per hour + GST. Cost recovery only applies if Moneykart is not given the opportunity to arrange the refinance.

If Moneykart is charged with a commission claw back, due to cancellation of an insurance policy arranged for you before 24 months, then Moneykart will ask you to repay to Moneykart the commission that has become repayable to the insurer. We will also charge a service fee if our client cancels the insurance within 24 months. The fee will depend on the annual premium for the insurance. In any case, it will not be in excess of \$3000 (incl GST).

There will be no fee payable if:

- Moneykart was given the opportunity, but was unable to get a subsequent finance approval
- An upfront fee was agreed and paid by the Client when the mortgage was originally drawn, and no commission was received. This would be the case with most short-term loan contracts.

- In Moneykart's opinion, the early repayment of the mortgage was driven by an exceptional change of circumstance for the Client. Commission claw backs are in no way associated with any Broker fee Moneykart may have charged for arranging non-Bank lending.
- You acknowledge that Moneykart or it's financial advisers may make payments to persons who refer clients or customers to Moneykart. Any such payments will be made at the sole and absolute discretion of Moneykart and are not detrimental to Moneykart's clients.
- Moneykart reserves the right to recover from you all expenses and legal costs incurred by Moneykart (including solicitor/client costs and debt collector's costs) in relation to obtaining or seeking to obtain remedy of default in payment by you and the enforcement of the contract.

CONFLICTS OF INTEREST AND INCENTIVES

Moneykart and the financial adviser may receive commission payments from the relevant product provider on whose products our financial advisers give financial advice, as follows:

For loan products: Moneykart may receive commissions of between 0.1% and 1% of the value of the mortgage – the amount depends on which lender and which type of mortgage you choose. In addition, Moneykart may also receive a commission payment of between 0.1% and 1% of the remaining loan balance each year.

For insurance products: Moneykart may receive commissions of between 50% and 230% of the first year's premiums on your insurance policy – the amount depends on which insurance company and which insurance policy you choose. Moneykart may also receive a commission payment of between 1% and 5 % of the premium for each year the insurance policy remains in force.

To ensure that our financial advisers prioritize our clients' interests above their own, we follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances. All our financial advisers undergo annual training about how to manage conflicts of interest. We undertake a compliance audit, and a review of our compliance program is managed by our aggregator.

COMPLAINTS HANDLING AND DISPUTE RESOLUTION

If you are not satisfied with our financial advice service you can make a complaint by emailing info@moneykart.co.nz or by calling: 022 09 65278. Please use the Complaints and Feedback form available on our website www.moneykart.co.nz and send in your complaint via email or to 8 Dainton Place, New Lynn, Auckland 0600. When we receive a complaint, we will consider it following 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 Fairway Disputes Resolution Scheme (FDRS). FDRS 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 Fairway Disputes Resolution Scheme (FDRS) by emailing enquiries@fdrs.org.nz, or by calling: 0508337 337. You can also write to them at: 142 Lambton Quay Wellington, City, Wellington 6011

DUTIES INFORMATION

Moneykart Limited, and anyone who gives financial advice on our behalf, have 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
- exercise care, diligence, and skill in providing you with 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)
- meet standards of ethical behavior, 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>

CONTACT DETAILS

Moneykart Limited (FSP625529) is the Financial Advice Provider. You can contact us at: Phone: 09 827 7887 or 022 09 65278 Email: info@moneykart.co.nz Address: 49, Te Tihi Street, Wiri, Auckland 2104