

DISCLOSURE INFORMATION

The following information provides you with an important overview of One50 Group Mortgages NZ Limited, our duties to you, fees and how we manage complaints.

Licence Status and Conditions

One50 Group Limited, FSP244865, holds a financial advice providers licence issued by the Financial Markets Authority (**FMA**). One50 Group Mortgages NZ Limited (**One50 Group**), FSP772316, trading as One50 Group, is authorised by that licence to provide financial advice services.

Nature and Scope of Advice

One50 Group provides advice to our clients on Mortgage Products.

Our financial advisers provide financial advice in relation to new lending, mortgage top-ups and re-financing. Any financial advice provided on our behalf will take account only of the information provided to us about our clients' particular needs, financial situation or goals.

When providing our advice, we access a wide range of mortgage products from various bank and non-bank lenders.

Fees, expenses, or other amounts payable

We do not charge any fees, expenses or any other amount for financial advice given to you unless specifically agreed prior.

In some circumstances we may recommend another service provider to assist us in providing appropriate financial advice, such as property valuers. These providers may charge a fee for the work they do. You will be advised of any related fees and charges prior to having them commencing any work on your behalf.

Conflicts of interest and commissions or other incentives

One50 Group is paid a commission from the lender in return for arranging mortgage services on your behalf. The amount of commission received varies depending on the type and amount of the loan.

One50 Group pays your financial adviser a salary and may pay other bonuses and incentives. One50 Group and your financial adviser may receive indirect benefits from lenders such as business lunches, tickets to sporting and/or cultural events or corporate promotional merchandise.

We recognise that the above commissions and incentives may create conflicts of interests for One50 Group and your financial adviser. To manage these conflicts, we follow an advice process that ensures our recommendations are made based on your financial goals and circumstances. One50 Group undertakes compliance reviews of your financial adviser, who undergoes specialised training in this area. One50 Group also annually review our conflicts of interest compliance framework.

Complaints & Disputes Process

If you are not fully satisfied with our services, please contact your financial adviser or One50 Group, who will try to resolve your complaint to your satisfaction.

When we receive a complaint, we will consider it following our internal complaints process. We will acknowledge your complaint within 48 hours and aim to resolve the complaint within 10 working days. If the issue is complex or there are issues outside of our scope, we may need to ask you for further information or agree on an extension with you.

If a satisfactory resolution is not able to be achieved by our internal complaints process, you can refer it to our external independent dispute resolution scheme, Financial Services Complaints Limited (FSCL), of which One50 Group is a member. FSCL is an approved independent dispute resolution scheme which handles complaints against financial service providers. FSCL is free to consumers and its decisions are binding on us (but not on you). Further information about FSCL is available from www.fscl.org.nz. You may contact FSCL directly on 0800 347 257.

Please click [here](#) for more details on One50 Group's complaints handling process.

Duties

One50 Group and anyone who gives financial advice on our behalf, has duties of which we are bound by under the Financial Markets Conduct Act 2013 (**Act**);

We are required to:

- Meet certain standards of competence, knowledge and skill, as set by the Code of Professional Conduct for Financial Advice Services (**Code of Conduct**). These have been designed to ensure that we have the relevant expertise to provide you with advice.
- Take reasonable steps to ensure that you understand the nature and scope of the advice we give you and let you know if there are any limitations on the advice we provide. This will help you ensure that the advice provided meets your goals and objectives.
- Give priority to your interest, by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests.
- Exercise a prudent level of care, diligence and skill.
- Meet certain standards of ethical behaviour, conduct and client care as required by the Code of Conduct. These are designed to ensure that we treat you as we should and give you suitable advice.
- Not offer or recommend a financial product that contravenes the Act or related regulations. This gives you peace of mind that the products we recommend are compliant with relevant laws.
- Make certain disclosure information available to you, at certain times, for example when advice is provided. We must not provide false, misleading or incomplete information.
- You can access the Code of Professional Conduct for Financial Advice Services [here](#).

This is a summary only 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.

Contact Details

One50 Group Mortgages NZ Limited, FSP772316

Phone: 0800 80 20 88

Email: compliance@one50group.co.nz

Address: 17 Pandora Place, Welcome Bay, Tauranga