

The Mortgage Girls Ltd

DISCLOSURE GUIDE



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Licensing information

The Mortgage Girls Limited (FSP706811), trading as The Mortgage Girls is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Our contact details

Phone: 0800 864 864
Address: 174 Huxley Street, Sydenham, Christchurch 8023
Email: info@themortgagegirls.co.nz
Website: www.themortgagegirls.co.nz

Nature and scope of the advice

The Mortgage Girls and its advisers specialise in providing financial advice and transactional solutions in relation to mortgages and loan products. We help you on your home buying journey whether it be now or in the future. We can help with purchasing your first home, building a new home, expanding your investment portfolio and more. Our goal is to help you from start to finish and ongoing with your financial plans. The information below will help you understand what type of advice will be provided.

We will only provide you advice about lending and mortgages, but if you need advice in other areas such as insurance or investments, we can point you in the direction of someone else who can help.

Services we provide

We will help you choose a loan that is suitable for your purpose from a panel of lenders (see below). Once we have chosen a lender and loan terms that are suitable for you, we will help you to obtain an approval.

Banks and lenders, we use

We source loans from a panel of approved lenders. The current lenders we can use are:

- ANZ
- ASB
- TSB
- SELECT
- RESIMAC
- Liberty
- Heartland Bank
- Westpac
- SBS Bank
- NZCU
- Bluestone
- Pepper Money
- Cressida
- ASAP Finance Ltd
- BNZ
- The Co-operative Bank
- Avanti Finance
- Sovereign
- First Mortgage Trust
- DBR
- Southern Cross

Products we provide advice for

The types of financial advice products we can give advice on are:

- Home Loans
- Debt consolidation Loans
- Investment Loans
- Business Loans
- Construction Loans
- Vehicle and Equipment Loans

What else we can offer

We can help you with other services through our referral partners

- XE Money
- Select Asset
- Amicus – Fire and General Asset Finance
- IMSURE – Insurances
- Tower – Fire and General Asset Finance
- UK Pension Transfers

We have a number of relationships with Building Inspectors, Solicitors, Conveyancers, Accountants, Property Managers, Building Brokers, Building Companies, Buyers Agents, Financial Advisers, Insurance Advisers and Real Estate Agents in which we recommend and share in our client guides.

The Mortgage Girls do not receive any commission or referral fees from our other referral partners aside from those business's listed above. We will provide you with more details about the referral commissions we are eligible to receive when we make the referral.

Our Duties

The Mortgage Girls Ltd and our advisers 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;
- exercise care, diligence, and skill;
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.

Fees and expenses

Generally, The Mortgage Girls usually won't charge you any fees for the financial advice your adviser provides you. This is possible because, on settlement of a loan, The Mortgage Girls usually receive commission from the lender. Any exceptions to this general position are explained below.

The Mortgage Girls may charge you a one-off fee if the following occurs:

(a) When we don't receive commission from the lender:

- a. If you request financial advice and no commission is received from the lender, The Mortgage Girls may charge you a one-off fee. Any such fee would be agreed and authorised by you in writing before your services were completed, and would be based on an estimate of the time your adviser spent providing the advice. (This may arise in the rare event that you request that The Mortgage Girls provide services in relation to either a product that is offered by a lender that we do not hold an accreditation with, or a product that is outside usual arrangements with our product providers).

(b) Where a lender 'claws back' commission it has paid to us if you refinance or pay back your loan early.

- a. Occasionally a residential lender may apply a remuneration claw back from the adviser when a loan is not retained for a minimum period generally within 27 months. Claw backs most often apply where the loan was disclosed by the client for long term residential or investment purposes but where the borrower chose to sell the property or refinance inside the first 27 months. Where a claw back or partial claw back applies, the client may be charged directly for any short fall in remuneration this would be calculated on a rate of \$250 (plus GST) per hour of the Adviser's time spent providing Service's to you in connections with the applicable mortgage or insurance.

(c) In some cases, where we put in a lot of work to a loan application and then you withdraw it.

- a. Where in good faith substantial work has been applied towards any loan application and the application has been withdrawn by the client, at the discretion of the adviser, a minimum fee of \$500 plus GST may be charged.

We will provide you with more information about any fee that applies to you, once we know more about your needs.

Conflicts of interest and Commissions

Commissions and fixed rate roll over fee

On settlement of a mortgage, The Mortgage Girls Ltd usually receive commission from the applicable product provider through which we place business. The commission is generally of an upfront nature but may also include a trail commission. The amount we receive is calculated on the amount of lending settled. The Mortgage Girls also receive a fixed rate roll over fee from some product providers if we assist in refixing your loan. We will provide more specific details of these commissions once we have talked to you and understand your needs.

Bonuses

Our advisers receive a salary as an employee of The Mortgage Girls Ltd. All advisers are eligible to receive a bonus/incentive each month if a certain level of overall performance is achieved (however this amount is not significant in relation to the adviser's salary). Whether a bonus is given, and the amount of any incentive is not impacted by lower or high commissions received by lenders.

Referral arrangements

If we provide you a referral to Amicus, Tower, IMSURE, XE Money, Select Asset or UK Pension Transfers and you decide to use their services, we receive a referral fee from them, based on a % of the upfront commission. We will provide you with more details about this if we provide you with a referral.

Commitments to product suppliers

We are neither contractually aligned, nor subject to business volume requirements to any one particular provider. The business is a member of the NZ Financial Services Group Limited's (NZFSG) aggregator network. As a member of this network, The Mortgage Girls can help clients get access to solutions to assist them in getting closer to their financial goals. As a member of NZFSG's network, The Mortgage Girls receive the following:

- Compliance services
- Discounted/free software for our business
- Subsidised training for our advisers

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.
- We always recommend the best product for your purpose regardless of the type and amount of commission The Mortgage Girls Ltd will receive.
- We ensure the amount of any loan is in accordance with your identified needs.
- We have a well detailed client experience process that we regularly update.
- We run regular team training session 2-3 times per week to continue to educate ourselves, share experiences, knowledge and support each other to bring the best possible experience for our clients.
- We have a strong focus on the number of clients helped with their financial goals rather than the volume of lending settled.
- All our advisers undergo annual training about how to manage conflicts of interest.
- We maintain registers of conflicts of interests and the gifts (>\$500) and incentives we receive. These registers are monitored regularly, and additional training is provided as required.
- We undertake an annual independent Compliance Assurance Review by Strategi.
- Providing you with tables showing the commission rates and types by provider (including clawback periods)

Complaints Process

If you are not satisfied with our service or financial advice, please tell us as soon as possible.

Call: 0800 864 864
Email: complaints@themortgagegirls.co.nz
Write to: 174 Huxley Street, Sydenham, Christchurch 8023

When we receive a complaint:

- We will consider your complaint and let you know how we intend to resolve it. Where possible, we try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 14 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint
- We will contact you by phone, email or letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, you can contact our external disputes resolution scheme, Financial Services Complaints Ltd. Financial Services Complaints Ltd provides a free and independent dispute resolution service that may help to resolve your complaint.

To contact Financial Services Complaints Ltd

Call: 0800 347 357 or 04 472 3725
Email: info@fscl.org.nz
Write to: PO Box 5967, Lambton Quay, Wellington 6145