# 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

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| 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.

## Use of AI

As part of our commitment to efficiency and service quality, The Mortgage Girls may use technology tools, including artificial intelligence (AI), to assist with administrative tasks, document drafting, and information processing.

Any use of AI is limited to supporting our internal processes. All advice, recommendations, and communications provided to you are reviewed and approved by a qualified adviser to ensure they are appropriate for your individual circumstances.

We remain fully responsible for the accuracy, suitability, and quality of the advice we provide. AI tools are not used to make decisions or provide advice independently.

Your personal information continues to be handled in accordance with our Privacy Policy, and we take reasonable steps to ensure that any technology used aligns with our confidentiality and data protection obligations.

## 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

- ANZ
- ASB
- TSB
- Mutual Credit Finance
- Basecorp Finance Limit
- Liberty Financial
- Heartland Bank
- Funding Partners
- NBS
- Ignite
- Heartland
- General Finance
- Platinum Finance
- Westpac
- SBS Bank
- Kiwibank
- Prospa
- Pepper Money
- Cressida
- ASAP Finance Ltd
- AIA / Go Home Loans
- Blossum
- Welcome
- Abcom Finance
- Finbase
- Lendr
- BNZ
- The Co-operative Bank
- Avanti Finance
- Unity
- First Mortgage Trust
- DBR
- Southern Cross
- Gold Band Finance
- MTF
- Pallas Capital
- Vestee
- ScotPac

We may also be able to arrange lending through other banks and lenders accredited with New Zealand Financial Services Group (NZFSG). Our lender panel, and the names under which lenders operate, may change from time to time.

## 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

- Foreign Currency Transfers
- Asset Finance
- Fire & General Asset Insurances
- UK Pension Transfers
- Risk, Lifestyle & Income Insurance
- KiwiSaver

We also have a number of relationships with Building Inspectors, Solicitors, Conveyancers, Accountants, Property Managers, Building Brokers, Building Companies, Buyers Agents, Financial Advisers, Insurance Advisers, Real Estate Agents and other property related services in which we recommend and share in our conversations, follow ups, communications and client guides.

For many of our referral partners we do not receive any commission or referral fees, however in some instances we do receive a referral fee. 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 will invoice you with 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 will need to invoice you for a one-off fee for our services. 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. Lenders apply a remuneration clawback from the adviser when a loan is not retained for a minimum period generally within 27 months. The timeframe can vary, as it is lender specific, timeframes specific to your lender will be outlined prior to submitting an application to the chosen lender. 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 will be charged directly for any shortfall in remuneration. The fee would be calculated on a rate of $250 per hour up to a maximum of $3,000 as a recovery cost for the Adviser's time spent providing Services to you in connection with the applicable mortgage. This fee has been calculated on an average of 12 hours of advice, negotiation and administration to complete/submit your loan application to the provider at an hourly rate of $250.

**(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 will be charged.

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

**You will not have to pay a fee if;**

a. The Mortgage Girls was given the opportunity but was unable to obtain a subsequent finance approval.
b. You paid and agreed to an upfront fee when the mortgage was originally drawn and The Mortgage Girls Ltd did not receive any commission. This is the case in most short-term contracts.
c. In The Mortgage Girls opinion, the early repayment of the mortgage cancellation was caused by an exceptional change of circumstances for you.

## 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. 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 one of the providers, we have a referral arrangement with and you decide to use their services, The Mortgage Girls Ltd will receive a referral fee from them, generally this is based on a % of the upfront commission. These details can be provided on request and will be provided in your personalise disclosure when applying for lending.

**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.

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| 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 (FSCL) – A Financial Ombudsman Service. FSCL is our independent external ombudsman and dispute resolution service that has been approved by the Minister of Consumer Affairs under the Financial Service Providers (Registration and Dispute Resolution) Act 2008. FSCL's service is free of charge to you.

To contact Financial Services Complaints Ltd

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