



## **Important Information About Our Business**

Threefold Mortgages Limited is a Licensed Financial Advice Provider, issued by the FMA to provide financial advice services. Threefold Mortgages Limited Financial Services Provider Number is 450487.

### **Our Office Contact Details:**

Address: 72 Taharoto Road, Takapuna, Auckland 0622  
Phone: 09 418 0773  
Email: [clientservices@threefold.co.nz](mailto:clientservices@threefold.co.nz)  
Website: [www.threefold.co.nz](http://www.threefold.co.nz)

### **Nature and Scope of Financial Advice Services**

#### **Our services:**

- Debt management (including borrowing for personal and investment purposes); and
- Personal insurance.

#### **Products we can provide financial advice about:**

- Personal and group Insurance (life cover, disability, income protection and trauma); and
- Loans including mortgages, reverse mortgages and deposit bonds.

#### **Product providers we might recommend:**

##### **Lenders:**

- ASB
- BNZ
- Kiwibank
- Westpac
- ANZ
- AIA/Sovereign Home Loans
- Pepper Money
- SBS Bank
- Heartland
- Avanti Finance
- Resimac
- Co-operative Bank
- ASAP Finance
- Cressida

- First Mortgage Trust
- NZCU
- Prospa
- SBS Bank
- Liberty
- Basecorp Finance
- Bank of China

#### **Insurers:**

- Partners Life
- AIA
- Fidelity Life
- Cigna Life
- Asteron Life
- Accuro
- Southern Cross

#### **KiwiSaver**

- Booster
- Generate
- Milford
- Pathfinder

#### **Our Fees:**

#### **Lending:**

Generally, I won't charge you any fee for the financial advice I provide to you. This is possible because, the lender may pay us a commission if you decide to take up our advice and when your loan settles. However, I may charge you for the financial advice that I provide if you cancel or refinance your mortgage within the first two years after it settles.

I may charge you a one-off fee if the following occurs:

- When I don't receive commission from the lender. Any such fee would be agreed and authorised by you in writing before I complete the services and would be based on an estimate of the time spent providing the advice. (This may arise in the rare event that your request is in relation to a product that is offered by a lender that is outside my usual arrangements with my product providers).
- When I have to repay commission to the lender: If a lender requires that I repay commission within 24 months of settlement of your lending, I may charge you a one-off fee. Any such fee would be no more than \$2,500 (plus GST) and would be calculated based on a rate of \$250 (plus GST if any) per hour of my time spent providing financial advice to you in connection with the applicable loan. The fee I charge you will not exceed the amount of commission I have to repay to the lender.

**Insurance:**

Generally, I won't charge you any fee for the financial advice I provide to you. This is possible because, the insurer may pay us a commission if you decide to take up our advice and when your insurance is in place.

However, I may charge you for the financial advice that I provide if you cancel or change insurance provider within the first two years after your policy is in force.

I may charge you a one-off fee if the following occurs:

- When I have to repay commission to the insurer: If an insurer requires that I repay commission within 24 months of your policy being implemented, I may charge you a one-off fee. Any such fee would be no more than \$2,500 (plus GST) and would be calculated based on a rate of \$250 (plus GST if any) per hour of my time spent providing financial advice to you in connection with the applicable insurance policy. The fee I charge you will not exceed the amount of commission I have to repay to the insurer.

**Commissions:**

For services in relation to loan products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your loan balance; and
- Ongoing commission - a percentage of the value of your outstanding loan amount, usually calculated at the end of each month in which you hold the loan.

For services in relation to insurance products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your insurance premiums; and
- Ongoing commission - a percentage of the value of your insurance premiums, usually calculated on renewal of insurance products.

**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.

From time to time, I may receive incentives or rewards from Lenders or Insurers. For example, they may provide me with gifts, tickets to events or other incentives.

## **How we manage any conflicts of interest**

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 and 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 behavior, conduct, and client care set out in the Code of Conduct.

## **Our internal complaints process**

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 Joanna Mearns who can be reached via email at [clientservices@threefold.co.nz](mailto:clientservices@threefold.co.nz) or 021 944 454. Joanna will reply to you within 24 hours.

Our internal complaints handling process is as follows:

1. We will gather information about your complaint and may need to contact you to get further information.
2. We aim to resolve your complaint within seven (7) working days of receipt. If we need further time to consider your complaint, we will contact you within this timeframe to let you know.
3. We will contact you by phone or email to let you know whether we can resolve your complaint and our proposed resolution, if applicable.

## **Our external complaints process**

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme – Financial Services Complaints Limited (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.

### **You can contact FSCL at:**

Website:	<a href="http://www.fscl.org.nz">www.fscl.org.nz</a>
Phone number:	0800 347 257
Email address:	<a href="mailto:complaints@fscl.org.nz">complaints@fscl.org.nz</a>