



Important information about our business

Our business consists of four divisions. Mortgages (trading as Threefold Mortgages Ltd), Personal Insurances (trading as Threefold Protect Ltd), KiwiSaver and Managed Funds (trading as Threefold Wealth Ltd) and Fire & General Insurances (trading as Threefold General Ltd). Collectively, we are known as “Threefold Group”.

This Disclosure Statement relates to Threefold Mortgages Ltd, Threefold Protect Ltd and Threefold Wealth Limited. Threefold Fire & General Ltd operates under a separate license. For further information on Threefold General Ltd, please see our website (<https://threefold.co.nz/disclosure-statements>).

Licensed Financial Advice Provider

Threefold Mortgages Limited is a Licensed Financial Advice Provider (FAP), issued by the FMA to provide financial advice services.

Threefold Mortgages Limited Financial Services Provider Number is 450487.

Our specialist mortgage, personal insurance and KiwiSaver advisers all operate under this license.

Our office contact details:

Address: Level 1, AIA House, B:HIVE+, 74 Taharoto Road, Takapuna
0622 Phone: 09 418 0773
Email: clientservices@threefold.co.nz
Website: www.threefold.co.nz

Nature and Scope of financial advice services

Our Services

- Debt management (including borrowing for personal and investment purposes)
- Personal insurance
- KiwiSaver investment advice

Products we can provide financial advice about:

- Personal and group insurance (life cover, disability, income protection, trauma and medical)
- Loans including mortgages, reverse mortgages and deposit bonds
- KiwiSaver
- Managed Funds



Product providers we might recommend

Lenders

- AIA/Sovereign Home Loans
- ANZ
- ASAP Finance
- ASB
- Avanti Finance
- Bank of China
- Basecorp Finance
- BNZ
- Co-operative Bank
- Cressida
- First Mortgage Trust
- Heartland
- Kiwibank
- Liberty
- NZCU
- Pepper Money
- Prospa
- SBS Bank
- Westpac

Insurers:

- Accuro
- AIA
- Asteron Life
- Chubb Life
- Fidelity Life
- NIB
- Partners Life
- PPS Mutual
- Southern Cross

KiwiSaver:

- Booster KiwiSaver
- Generate KiwiSaver
- GoalsGetter KiwiSaver
- Milford KiwiSaver
- NZ Funds KiwiSaver
- Pathfinder KiwiSaver
- SBS KiwiSaver

Managed Funds:

- Generate Managed Funds
- Milford Managed Funds
- SBS Managed Funds

Our fees

Lending:

Generally, we won't charge you any fee for the financial advice your adviser provides 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, we may charge you for the financial advice that we provide if you cancel or refinance your mortgage within the first two years after it settles.

We may charge you a one-off fee when we don't receive commission from the lender. Any such fee



would be agreed and authorised by you in writing before we 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 our usual arrangements with our product providers).

Insurance:

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.

KiwiSaver

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

- Initial commission - a small upfront commission upon you joining a scheme; and
- Ongoing commission - a percentage of the value of your KiwiSaver balance.

Managed Funds

If you chose to use a Managed Fund our advisers recommend, your adviser will be paid a servicing an annual administration fee.

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

Complaints

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.

Please email our Complaints Manager at clientservices@threefold.co.nz or call 09 418 0773. Our team will reply to you within 24 business 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:	www.fscl.org.nz
Phone number:	0800 347 257
Email address:	complaints@fscl.org.nz