



Important Information About Us

Dated 12 April 2022

ABOUT US

At Finzo NZ Limited, our key objective is to provide support to other financial advice businesses and their financial advisers, to help create and protect wealth for their clients. We hold a financial advice provider licence and the support we provide varies, depending on the type of support you require and if you operate under our licence. We do not provide financial advice directly to clients.

This document outlines important information you should know about us, and the support we provide to financial advice businesses.

THE SERVICES WE PROVIDE

At Finzo NZ Limited, we tailor the support we provide to individual financial advice businesses based on your requirements. The options we generally provide include:

1. Operating under our licence: We support you with our requirements to operate under our Financial Advice Provider (FAP) licence, provide you with our services and oversee this process, to ensure we meet our licencing obligations.
2. Operating under your own licence: Access to our tools, services and support, while operating under your own FAP licence.
3. Service support: This is a tailored service depending on the level of support you require from us.

The support services we offer include:

- ◆ Group level professional indemnity insurance
- ◆ Integrated technology solutions - client relationship management and cyber security
- ◆ Financial planning tools
- ◆ Advice creation and generation tools
- ◆ Custodial platform and user support
- ◆ Investment and insurance research
- ◆ Compliance support
- ◆ A range of reputable product providers to support our services
- ◆ Administration support
- ◆ Marketing toolkits and implementation support
- ◆ Finzo conferences
- ◆ Financial disputes resolution scheme membership

THE AREAS OF ADVICE WE PROVIDE SUPPORT FOR

We offer financial advice businesses support in the following areas of advice:

- ◆ Financial planning
- ◆ Wealth and investment management
- ◆ Retirement planning
- ◆ Insurance
- ◆ KiwiSaver

- ◆ UK Pension transfers and management

THE PRODUCT PROVIDERS WE OFFER UNDER OUR LICENCE

We use the following custodial and product providers:

Wealth and investment management:

- ◆ FNZ Custodians Limited

Superannuation providers:

- ◆ i-Select Superannuation Scheme

Insurance providers:

- ◆ AIA New Zealand
- ◆ Asteron Life Ltd
- ◆ Cigna Life Insurance (NZ) Ltd
- ◆ Fidelity Life Assurance Co. Ltd
- ◆ Partners Life
- ◆ AMP Services (NZ) Ltd (existing clients only)

Health Insurance:

- ◆ Southern Cross Medical Care Society
- ◆ NIB NZ Ltd

KiwiSaver providers:

- ◆ Booster Financial Services Group Ltd
- ◆ ANZ KiwiSaver Scheme

THE PRODUCT PROVIDERS WE OFFER UNDER OUR SUPPORT SERVICES

We offer the use of the following custodial and product providers:

Wealth and investment management:

- ◆ FNZ Custodians Limited

Superannuation providers:

- ◆ i-Select Superannuation Scheme

Investments:

Clients that utilise our custodial provider have access to a large range of investments available within the FNZ universe. Some fund have discounted fee structures unique to Finzo clients.

WHAT WE DON'T PROVIDE

Finzo NZ Limited do not offer financial adviser support for fire and general insurance, tax advice or mortgages.

HOW WE ARE LICENCED

Finzo NZ Limited (FSP522646) holds a Financial Advice Provider (FAP) licence, that is issued by the Financial Markets Authority (FMA) to provide financial advice.

OUR DUTIES

Finzo NZ Limited, the financial advice businesses that operate under our licence and if applicable, authorised bodies and their financial advisers, all have duties under the Financial Markets Conduct Act 2013 relating to the way we give advice. We are required to:

- ◆ Give priority to their client's interest by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests.
- ◆ Exercise care, due diligence, and skill in providing you with advice.
- ◆ Meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (which are designed to make sure we have the expertise needed to provide you with advice).
- ◆ Meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should, and give you suitable advice).
- ◆ To only use your personal information for the reason it was collected and to keep it safe and protect it from unauthorised access, use, modification or disclosure.

WHAT WE CHARGE

At Finzo NZ Limited, we charge fees for the support we provide to financial advice businesses. Our fee varies depending on the type of support you are after. They generally include:

1. Operating under our licence: A licencing fee.
2. Service support: Charged per service. This is a tailored service depending on the level of support you require from us.

HOW WE MANAGE CONFLICTS OF INTEREST & INCENTIVES

At Finzo NZ Limited, and the financial advice business who are licenced under us, always prioritise the client's best interest above their own. We have identified the following conflicts of interest and explained how they are managed to mitigate any influences:

- ◆ Our directors are also the directors and shareholders of the following related entities: Te Rehe Group Limited, Stewart Group Financial Limited, Stewart Group Wealth Management, Stewart Group Asset Management, Stewart Nominees Limited, Stewart Group Trustee Companies Limited, and Stewart Group Wellington Limited.
- ◆ Stewart Group Asset Management (SGAM) is the asset class consultant for three Booster Asset Class Funds, that are available for our financial advisers' KiwiSaver clients. These funds are also used by external financial advisers New Zealand-wide. SGAM receives a fee for asset consultancy services.
- ◆ To ensure our financial advice business and their financial advisers prioritise their clients best interest above their own, we oversee their advice process, which ensures their recommendations are made on the basis of the clients goals and circumstances.
- ◆ We provide our financial advice businesses and their financial advisers annual training about how to manage conflicts of interest.
- ◆ Insurance recommendations are based on research analysis from our insurance software, the financial adviser's professional knowledge and experience, and their clients needs. They are not influenced by the commission paid by insurance providers. The commission they receive is calculated on the premium amount.

OUR COMPLAINTS PROCESS

At Finzo NZ Limited we pride ourselves on meeting client expectations and delivering a high service offering. However, if you have a problem or complaint about any part of the service you have received, we take this seriously and this is the process that we follow:

In the first instance, please contact our service manager to discuss your complaint in further detail.

Phone: 0800 005 874
Email: compliance@finzo.co.nz
Address: PO Box 1446, Hastings 4156

If your complaint is unable to be resolved in **2 business working days**, we will provide you a copy of this complaints process. We will undertake to investigate your concerns promptly and fairly, using our internal complaints process as follows:

1. Your complaint will be recorded in our client management system, where we have an automated step-by-step workflow of our internal complaints process.
2. We will confirm the receipt of your complaint formally in writing within **5 business working days**.
3. We will investigate your complaint and formulate a response. Depending on the nature of the complaint, **this may take up to 40 business working days**.
4. We will respond to your complaint formally in writing.
5. We will confirm you have received our response in **5 business working days** and if a resolution has been agreed.
6. If we cannot agree on how to resolve your complaint, you can contact our Financial Dispute Resolution Service. This is a free, independent disputes resolution service that may help investigate or resolve your complaint if we have not been able to.

The Financial Dispute Resolution Service

Telephone: 0508 337 337

Email: enquiries@fdrs.org.nz

Address: Level 4, 142 Lambton Quay, Wellington Central, Wellington, 6011

OUR CONTACT DETAILS

Finzo NZ Limited (FAP Licence holder)

Address: 202 Karamu Road North, Hastings

Phone: 0800 005 874

Email: compliance@finzo.co.nz

Website: www.finzo.co.nz