

## Optio Finance

Financial Service Provider number - 762131

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### Disclosure Guide

Here is some key information you need to know to help you understand what type of advice I can give you, so that you can make an informed and confident choice when engaging us.

### Our Duties

I am bound by and fully support the duties set out in the Financial Markets Conduct ACT 2013. These duties

are:

- Meet the standards of competence, knowledge, and skill set out in the code of conduct.
- Give priority to your interest
- Exercise care, diligence, and skill.
- Meet the standards of ethical behaviour, conduct, and client care set out in the code of conduct.

### Service I Provide

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

Providers we are accredited with

### Mortgage

- ANZ
- ASB
- Avanti Finance
- BNZ
- The Cooperative Bank
- Cressida Capital

- DBR
- First Mortgage Trust
- Heartland Bank
- Liberty Financial
- Resimac
- SBS Bank
- Select
- Southern Cross
- Westpac

#### Insurance

- Partners Life
- Fidelity Life
- Chub Insurance
- Unimed
- NIB

#### Kiwi Saver

- Booster
- Koura Wealth
- NZ Funds

#### Products I Provide

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

- Home Loans
- Investment loans
- Construction Loans
- Vehicle loans
- Insurance
- Kiwi Saver

## Services I cannot offer

I am unable to offer legal or tax advice and recommend you consult your solicitor or accountant for this.

## Fees and Expenses

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

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

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

If you request that I provide financial advice and I do not receive commission from the lender, I may charge you a one-off fee. Any such fee would be agreed upon and authorised by you in writing before I complete the services and would be based on an estimate of the time spent acting on your behalf and providing the advice.

This may arise in the rare event that you request that I provide services in relation to either a product that is offered by a lender that I do not hold an accreditation with, or a product that is outside my usual arrangements with my product providers.

(b) When we must repay commission to the lender.

If your full loan or part thereof is repaid within 28 months of settlement of your, we 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 per hour of time spent providing our services and 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 the lender.

You will be invoiced for any one-off fee and will be given 30 days to make payment.

## Conflicts of Interest - Commission

On settlement of a loan, I usually receive a commission from the applicable lender. The commission is generally of an upfront nature but may also include trail commission. I also receive a fixed rate roll over fee from some product providers if I assist you with the refixing of your loan.

I manage these conflicts of interest by:

- Always recommending the best product for your purpose and needs irrespective of the type and amount of commission I will receive.
- Ensuring the amount of any loan is in accordance with your identified needs.
- Providing you with the following table showing the commission rates and types by lender.

Note that the commission I receive is calculated as a percentage of the loan.

As soon as I know the type of loan and amount, we are putting in place, and that it has been accepted by the lender, I will let you know the amount and frequency of the commission received.

I may also receive a referral fee or commission if I refer you to one of our referral partners.

#### Privacy Policy and Security

I will collect personal information in accordance with my Privacy Policy.

I will not disclose any confidential information obtained from or about you to any other person, except in accordance with my Privacy Policy.

#### Complaints Process

If you have a complaint about my financial advice or the service I gave you, you need to tell me about it. You can contact my internal complaints service by phoning or emailing me using the heading Complaint - (Your Name). Please set out the nature of your complaint, and the resolution you are seeking. I will acknowledge receipt of this within 2 working days. I will then record your complaint in our Complaints Register and will work with you to resolve your complaint. I may want to meet with you to better understand your issues. I will provide an answer to you within 7 working days of receiving your complaint. If we cannot agree on a resolution, you can refer your complaint to our external dispute resolution service. This service is independent and will cost you nothing and will assist us to resolve things with you. Details of this service are:

Fairway Financial disputes Resolution services

Phone – 0508 337 337

Email [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)

Address - Freepost 231075, Po Box 2272, Wellington, 6140

#### Availability of Information

This information can be provided in hardcopy upon your request.