

LICENSING INFORMATION

Link Financial Group Ltd trading as Mortgage Link and Insurance Link (FSP 696731) holds a licence issued by the Financial Markets Authority to provide financial advice. **PROSEC Mortgages Limited (FSP 771898)** trading as PROSEC, PROSEC Mortgages and Mortgage Link, are authorised by that licence to provide financial advice.

CONTACT DETAILS

Link Financial Group Ltd trading as Mortgage Link and Insurance Link is the Financial Advice Provider.

You can contact us at:

Phone: 0800 466 784

Email: admin@mortgagelink.co.nz or admin@insurancelink.co.nz

Address: Unit D, 1/1 Antares Place, Rosedale, Auckland 0632

NATURE AND SCOPE OF ADVICE

PROSEC Mortgages Limited advisers can provide advice about:

- Mortgages and personal lending
- Determining how much you can afford to borrow to purchase a property (within lenders affordability guidelines).
- Selecting an appropriate lender and mortgage structure.
- How to structure your repayments to pay off your mortgage sooner
- Structuring and refixing your current lending.

PROSEC Mortgages Limited provides advice in relation to the following lending products:

- Mortgages
- Personal Loans
- Tops ups
- Fixed rate rollovers
- Debt consolidation
- Business loans

FEES AND EXPENSES

Mortgage and lending planning fee; PROSEC Mortgages Limited advisers are usually remunerated by way of commission, by the providers of the lending products we recommend. On occasion, some providers may not pay a commission. In this situation, we will charge a fee for our advice. The fee payable will be a reflection of the time and effort required to obtain a lending approval for you, all attendances and advice provided, as well as on-going support and advice. Where a fee will be payable for the advice, your adviser will agree the amount of the fee with you *prior to obtaining a lending approval*. This fee may be able to be added to your loan amount and will be paid to PROSEC Mortgages Limited at the time your loan is advanced, or otherwise you will be invoiced for the fee by us.

Where a PROSEC Mortgages Limited adviser has obtained an approval from a lender, but you decide not to proceed with the lending or the approval expires, then a fee of \$2,500 (incl. GST if applicable) will be payable as remuneration for the time spent on getting an approval. This fee will be invoiced to you and is payable within 7 days of you deciding not to proceed with or the expiry date of the approval.

Mortgage and lending service fee; Should you proceed with a loan implementation after advice from your PROSEC Mortgages Limited adviser, and then repay or refinance (part of) your loan within up to 30 months of your loan being advanced, PROSEC Mortgages Limited may charge you a fee. The fee for the full amount will be outlined in the Record of Advice provided to you as part of the advice process, and will be pro-ratoed in according to the amount repaid.

We can provide advice in relation to products provided by the following companies:



CONFLICTS OF INTEREST

For mortgages and lending; PROSEC Mortgages Limited and the financial adviser receive commissions from some of the lenders we can provide recommendations for. If you proceed to implement lending with the lender recommended to you, the lender will pay a commission to your financial adviser. The amount of the commission is based on the amount of the lending and the product chosen; specific remuneration will be advised to you after the lending has been finalised.

To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our personalised recommendations are made on the basis of the client's goals, needs and objectives, as advised by you to us. PROSEC Mortgages Limited's financial advisers complete regular training, including how to manage conflicts of interest. Each adviser has a regular compliance review of their advice process and our compliance programme is reviewed annually by our external compliance adviser.

For fire & general insurance; The shareholder and director of PROSEC Mortgages Limited is also a shareholder and director of Insurance Link General Limited (t/a FG Link) and the financial advisers of PROSEC Mortgages Limited may receive a commission from an intermediate broker for any referrals given. You are under no obligation to have any of your insurances with FG Link, however if you decide to proceed with the insurance policy then we may receive a referral commission. The amount of the commission is based on your policy, which you agree with the fire & general adviser, and will be advised by the fire & general adviser in the insurance policy.

DISPUTES AND COMPLAINTS

If you are not satisfied with our financial advice service you can make a complaint by emailing complaints@prosec.nz or calling 09 869 4199, or you can also write to us at: PO Box 11186, Ellerslie, Auckland 1542. When we receive a complaint, we will consider it using our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we cannot, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot resolve your complaint, or you are not satisfied with the way we propose to do so, you can contact Link Financial Group Limited by emailing complaints@lfg.co.nz, calling 0800 466 784 or writing to Unit D, 1/1 Antares Place, Rosedale, Auckland 0632, or you can contact Financial Disputes Resolution Scheme (FDRS). FDRS provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we have not been able to resolve your complaint to your satisfaction. You can contact FDRS by phone 0508 337 337 or email enquiries@fdrs.org.nz.

DUTIES INFORMATION

PROSEC Mortgages Limited, and anyone who gives financial advice on our behalf, has 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 by taking all reasonable steps to make sure our advice is not materially influenced by our own interests (431K)
- exercise care, diligence, and skill in providing you with advice (431L)
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice) (431I)
- 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).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>.