

## Plaxo Mortgages Limited

### DISCLOSURE INFORMATION

#### Licensing information

Plaxo Mortgages Limited (Plaxo Mortgages) is a financial advice provider (FSP 769518) licensed and regulated by the Financial Markets Authority to provide financial advice.

#### Nature and scope of our advice

Plaxo Mortgages provides regulated financial advice relating to residential and commercial loans and construction finance.

We use a number of lenders including but not limited to:

Bank	Finance company
ANZ Bank New Zealand Limited	ASAP Finance Limited
ASB Bank Limited	DBR Limited
BNZ Bank of New Zealand	First Mortgage Trust
Bank of China (New Zealand) Limited	
China Construction Bank (New Zealand) Ltd	
Industrial and Commercial Bank of China (ICBC NZ)	
Southland Building Society (SBS Bank)	
Westpac New Zealand Limited	

#### Conflicts of interest and commissions

Plaxo Mortgages receives commissions for most loan agreements. The commission amount generally depends on the loan value and may vary from lender to lender. We can provide you with detail and a reasonable estimate of those commissions if you require.

Plaxo Mortgages and our advisers prioritise clients' interests as follows:

- 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,
- Plaxo undertakes an annual independent Compliance Assurance Review by a reputable provider.

## Fees and expenses

In most cases, we do not charge our clients fees, expenses, or other charges for the financial advice we provide. We may charge you a fee if you ask us to approach a lender which is not on our list to seek loan information on your behalf. Fees for additional services are confirmed at the time the advice is provided and are payable within 10 working days of the date you receive the invoice.

**Commission clawback:** A one-off fee may also be charged to you in situations where a lender demands that commission is repaid to them due to your loan being repaid within 28 months of its commencement. Clawback criteria and amounts vary between lenders and can be up to the following percentage calculations:

Month	0-12	13-18	19-28
Clawback %	100%	Up to 75%	Up to 50%

Any fee relating to commission clawback is invoiced to you and is payable within 30 days.

## Complaint handling and dispute resolution

If you are not satisfied with our service or financial advice, please tell us as soon as possible.

**Call:** 09 916 0116

**Email:** [York@plaxold.co.nz](mailto:York@plaxold.co.nz)

**Write to:** Level 1, 638 Great South Road, Greenlane, Auckland, New Zealand

- When we receive a complaint: We will consider your complaint and let you know how we intend to resolve it. Where possible, we try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint.
- We will contact you by phone, email, or letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, you can contact our external disputes resolution scheme, Financial Services Complaints Ltd (FSCL). FSCL provides a free and independent dispute resolution service that may help to resolve your complaint. To contact FSCL

**Call:** Nick Flaws 0800 347 257

**Email:** [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)

**Write to:** PO Box 5967 Wellington 6140

## Duties information

Plaxo Mortgages and our advisers have 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.
- exercise care, diligence, and skill.
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.

## Contact details

Plaxo Mortgages Limited (FSP 769518) is the Financial Advice Provider.

**Call:** 09 916 0116

**Email:** [info@plaxo ltd.co.nz](mailto:info@plaxo ltd.co.nz)

**Write to:** Level 1, 638 Great South Road, Greenlane, Auckland, New Zealand