



STAGE 1 – PUBLICLY AVAILABLE INFORMATION

Licensing Information

TMK 1 Limited trading as Kauri Financial Services is a Financial Advice Provider (FAP), licensed and regulated by the Financial Markets Authority to provide financial advice. The Financial Services Provider (FSP) number is 767913.

Nature and Scope of the Advice

Kauri Financial Services provides financial advice to clients about their:

- Residential lending (mortgages) needs and products for owner occupied and investment property;
- Personal life, sickness and disability insurance needs and products;
- Health insurance needs and products;
- Business life and disability insurance needs and products;

Mortgages - Lenders

ANZ
ASB
Westpac
Sovereign
SBS
The Co-operative Bank
Avanti
Bluestone
Heartland
Liberty
Resimac
Southern Cross Partners

Insurance Providers – Personal Risk

Insurer	Life, Trauma, Income Protection, TPD	Business/Key Person	Health Cover
AIA	✓	✓	✓
Asteron	✓	✓	
Cigna	✓	✓	
Fidelity Life	✓	✓	
Partners Life	✓	✓	✓

Fees and Expenses

Kauri Financial Services does not charge fees, expenses or any other amount for the financial advice provided to its clients.

Conflicts of Interest

Kauri Financial Services receive commissions from the lenders with whom we arrange mortgages. The amount of the commission is based on the amount of the loan.

For insurance, Kauri Financial Services receive commissions from insurance providers on whose products we recommend and you take out.

More detail is provided at the time our advice is given based on the particular provider or lender recommended. If you purchase a financial product through Kauri Financial or refinance or repay a mortgage and cancel it within 24 months we are required to pay back the commission received then we reserve the right to charge you a cancellation fee.

An indication of such a cancellation fee amount will be advised at the time my advice is provided to you.

To ensure I prioritise client's interests above my own, I follow an advice process that ensures my recommendations are based on the client's objectives, needs and circumstances.

I further manage possible conflicts of interest by:

- Avoiding any production requirements for one product provider
- Not accepting any gifts or incentives offered by product providers
- Having access to a range of product providers
- Using third party product research as part of our analysis
- Having our processes audited annually by a reputable compliance adviser.

Important Information

If you purchase a product through Kauri Financial Services and cancel it within 24 months the product lender/provider requires us to payback the commission received. We then reserve the right to charge you a cancellation fee equivalent to a reasonable value of the work we have performed in providing that advice. This reasonable value of work is deemed to be 8 hours at \$250 per hour.

Complaints handling and Dispute Resolution

If you are not satisfied with my financial advice service there are options open to you to resolve/find a solution. In the first instance please contact me:

- Email: lachie@kaurifs.co.nz
- Telephone: 029 982 1591
- Writing: PO Box 33 129, Barrington, Christchurch 8244.

I will follow our internal complaints process and let you know how we intend to resolve it. I may need to contact you to get further information about your complaint and I aim to resolve complaints within 10 working days of receiving them. If I cannot resolve I will contact you within that time to let you know I need more time to consider your complaint.

Independent Disputes Resolution

If I cannot resolve your complaint or you are not satisfied with the way I propose to do so, you can contact Financial Disputes Resolution Scheme, a free, independent dispute resolution service.

You can contact the IFSO (Insurance & Savings Ombudsman) at:

- Postal address: PO Box 10-845, Wellington 6143
- Free phone: 0800 888 202
- Fax: 04 499 7614
- Email: info@ifso.nz

This service will cost you nothing and will help us resolve any disagreements.

My Duties and Obligations

I have duties and obligations under the Financial Markets Conduct Act 2013 relating to how I give advice. I am required to:

- Ensure you understand the nature and scope of Service you ask me to provide.
- Provide an advice service that is relevant to this scope of service and suitable to your circumstances and needs.
- Listen to your needs, concerns, preferences and to treat you fairly and with respect.
- Act with integrity and give priority to your interests and give advice not influenced by my own interests.
- Exercise care diligence and skill in providing you with advice.
- Meet the necessary standards of competence, knowledge, and skill to provide you with the advice requested.
- Ensure you understand my advice and recommendations and any associated risks.
- Keep you informed along the way and communicate in a timely, clear and effective manner.
- Meet the necessary standards of competence, knowledge and skill to provide you with the advice requested.

The above is 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>.

Contact Details

Registered Address: Level 1, 322 Manchester Street, Christchurch 8013
Postal Address: PO Box 33129, Christchurch 8140
Phone: (03) 337 4321 | 029 982 1591
Email: lachie@kaurifs.co.nz