

# Elevate Wealth

## Disclosure Statement

Welcome! This document is our Disclosure Statement, which provides you with important information about the financial advice services we offer. It's designed to be clear and transparent so you can feel confident and informed about how we work with you.

You can also view our [Privacy Policy](#).

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## Details about me and my Financial Advice Provider

I'm Andrew Becker, your Financial Adviser. I work on behalf of my company, Elevate Wealth Limited. Here are the key details about us:

**Full Name:** Andrew James Becker

**Address:** 236B Beach Road, Campbells Bay, Auckland, 0630

**Phone:** 027 463 8887

**Email:** Andrew.Becker@ElevateWealth.co.nz

**FSP Number:** FSP1010165

**Name of Financial Advice Provider (FAP):** Elevate Wealth Limited

**FSP Number:** FSP1010302

**Address:** 236B Beach Road, Campbells Bay, Auckland, 0630

**Phone:** 027 463 8887

**Email:** Andrew.Becker@ElevateWealth.co.nz

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## Licensing Information

Elevate Wealth Limited (FSP1010302) holds a licence from the Financial Markets Authority (FMA). This licence allows us to legally provide you with financial advice here in New Zealand.

Our licence is subject to the standard conditions applied to all Financial Advice Provider licences. These conditions include requirements to:

- Comply with the duties set out in the Financial Markets Conduct Act 2013;
- Adhere to the Code of Professional Conduct for Financial Advice Services; and

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- Have adequate internal controls, record-keeping, and complaints procedures in place.
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## What we do (i.e. the nature and scope of our advice)

At Elevate Wealth Limited, we provide personalised financial advice only in relation to mortgages and mortgage-related lending. We take the time to understand your unique needs and goals to build a lasting relationship and provide advice that's easy to understand and tailored to your specific situation.

### We focus solely on:

- **Residential and Investment Property Lending:** Sourcing, structuring, and obtaining loans (including pre-approvals, refinances, and top-ups).
- **Business Lending:** Sourcing loans for commercial purposes.
- **Personalised Advice:** We consider your unique financial situation, needs, and goals to provide you with recommendations on the most suitable loan product and structure.

### Material Limitations on Our Advice

Our financial advice is limited to the lenders and financial products listed below. We do not provide advice on the following financial products:

- Investments (e.g., shares, managed funds, KiwiSaver)
- Insurance (e.g., life, trauma, or health insurance)
- Personal financial planning unrelated to lending (e.g., estate planning, budgeting)

If your needs fall outside our area of expertise, we are happy to provide a referral to our network of trusted partners upon your request.

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## Banks and lenders we use

We source loans from a panel of lenders. The current lenders we can use are:

- ANZ
- ASB
- BNZ
- Kiwibank
- Westpac
- SBS Bank
- TSB Bank
- The Co-operative Bank
- Heartland Bank
- Avanti Finance
- Cressida Capital
- DBR
- First Mortgage Trust
- Pepper
- Southern Cross
- Basecorp Finance
- Liberty Finance
- Oxford Finance
- ASAP Finance Limited
- NZCU
- Branded Financial Services
- FlexiCommercial
- BNZ Asset Finance
- Bank of China (New Zealand) Limited
- CFML
- FMT (First Mortgage Trust)
- Kiwi Asset Finance Limited
- Prospa
- General Finance
- Unity
- Palisa Capital
- Bizcap
- Funding Partners
- Midlands Funds Management
- Finbase
- Xceda
- Various other private lenders

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## **Our Network of Professionals**

To provide you with a comprehensive service, we've built a network of trusted professionals (see list below). With your permission, we can refer you to these partners for additional services, including insurance, legal, accounting, and real estate advice. We maintain a register of any conflicts of interest and any gifts or incentives we receive from these partners to ensure our recommendations are based solely on your best interests:

- Insurance – outsource referrals
- Real estate agents
- Lawyers
- Accountants
- Property Managers
- Registered Property Valuers
- Building Inspectors
- Financial Advisers (investment specialists, including KiwiSaver advice)
- Business Advisers

We're unable to offer legal or tax advice and recommend you consult your solicitor or accountant for this type of advice.

Any financial advice provided on our behalf will only take into account the information you have given us about your particular needs, financial situation and goals.

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## **Fees and Expenses**

At Elevate Wealth, we believe everyone deserves great financial advice. For most of the financial advice we provide, we don't charge you a fee. This is because if you take out a mortgage product with us, the provider pays us a commission. This commission is a standard part of their operating costs and is why we can offer our advice service to you at no charge.

Our priority is always to find the best solution for your needs. We're transparent about how we're paid and our advice is never influenced by the commission we may receive.

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Any rare exceptions to this, where we may need to charge a fee, are clearly outlined in the sections below. If an exception applies to your situation, we will always discuss and agree on it with you in writing beforehand.

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## One-off fees

At Elevate Wealth Limited, our advice is generally provided at no cost to you as we receive a commission from the lender. However, in rare cases, a one-off fee may be charged. We will always discuss and agree on any fee with you in writing before we begin our services.

When we don't receive a commission from the lender:

- If you ask us to provide financial advice for a product from a lender we do not have an accreditation with, or a product that is outside of our usual arrangements with approved lenders, we may charge a one-off fee. This fee would be based on an estimate of the time spent providing the advice, at a maximum hourly rate of \$300.

When we have to repay a commission to the lender:

- Lenders may require us to repay some or all of the commission they paid us if your loan is fully or partially repaid, refinanced, or its terms are significantly altered within 36 months of taking it out. If this occurs, we may charge you a one-off fee to recover this cost. The fee will never exceed the amount of commission we have to repay.

An invoice for any one-off fee will be provided to you, and payment will be due within 30 days.

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## Other fees

While we're here to help with standard home loans, some more specialised or complex applications may not be eligible for a commission from the lender. In these rare cases, we may charge a one-off fee for our time. We will always discuss and

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agree on any fee with you before we begin. Here's some further information on when we may charge you a one-off fee:

- If this is an unsecured loan a fee of 1% loan will be charged with a minimum of \$350 to be added to the loan or after we issue an invoice.
- If this is a development funding loan or a non-bank loan, then a maximum of 1% of the loan will be charged. The fee may be added to the loan or invoiced after settlement.
- In the event you use our advisory services to get an approval and then instruct us not to proceed with an application for the product we've been discussing, we may charge you a one-off fee to cover the cost of our time.

Any such fee would be calculated based on a rate of \$300 per hour of time spent providing financial advice to you in connection with the applicable product. You will be invoiced for any such fee and will be given 30 days to make payment.

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## Commissions & incentives

We receive commissions from the lenders on whose product we give financial advice.

If you decide to take out a loan, the lender will pay a commission to Elevate Wealth Limited and your financial adviser. The amount of the commission is based on the amount of the loan.

Additionally, if we refer you to another trusted professional for specialist advice (such as for insurance or legal services), we may receive a referral fee. All specific commissions and any other potential conflicts relevant to our advice will be fully disclosed to you before you make any decision.

From time to time, lenders may also reward us for the overall business we provide to them. For example, they may give us tickets to sports events, hampers or other incentives.

Your best interests are always our priority. Our advice process is designed to ensure our recommendations are based on your unique goals and situation, not on our own interests. We keep a record of any gifts or incentives we receive and continuously

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monitor our practices through regular compliance audits to ensure our advice is always impartial and trustworthy.

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## Conflicts of Interest Disclosure

A conflict of interest exists when a person or organization has multiple interests - one of which could corrupt or be perceived to corrupt the motivation for an act in the other. In the financial services industry, this can occur when an advisor's personal interests or past affiliations influence their professional advice, potentially affecting the client's best interest.

At Elevate Wealth, transparency and trust are the cornerstones of our client relationships. We believe it is essential to disclose any potential conflicts to ensure you have full confidence in the advice you receive.

### **My Westpac Experience as a Competitive Advantage:**

As the founder and Director of Elevate Wealth, I bring over two decades of experience from top-tier global financial institutions. From Dec 2023 to May 2025, I served as the Head of Product, Everyday Banking & Deposits at Westpac New Zealand. In this role, I had end-to-end accountability for a range of products, including Transactional, Deposits, Credit Cards and Overdrafts. My prior experience also includes being the Director of Personal Loans & Overdrafts and a Product Manager for Home Lending.

While this experience has given me a deep, insider perspective of the New Zealand financial system, it is important for you to know that my past affiliations could be perceived as a conflict of interest. My in-depth knowledge of how a competitor's products are structured and priced could be seen as a bias towards or against those products.

However, I believe this expertise is actually a significant advantage for my clients. Having worked on the inside, I have a comprehensive understanding of how financial products are designed, priced, and managed. I can leverage this knowledge to ethically and knowledgeably compare products across the market, giving you a strategic edge in negotiating rates and finding the best solution for your unique

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needs. My goal is not to recommend a single institution, but to use my insight to help you navigate a complex system with greater clarity and confidence.

## How We Manage this Potential Conflict:

My commitment is to always act in your best interest. The following measures are in place to ensure any potential for conflict is managed with integrity:

- **Holistic and Unbiased Advice:** Elevate Wealth was founded to provide a holistic wealth roadmap. My advice is based on a comprehensive analysis of products and services across the entire market, not a single institution.
- **No Financial Incentive:** I do not receive any commission, bonus, or other financial incentive for recommending Westpac products over those of any other provider. My sole focus is on finding the best solutions for you.
- **Open and Transparent Communication:** I will always be open about my past experience and am available to answer any questions you may have. Your confidence in our partnership is my top priority.

## Referrals to Trusted Partners

To provide a holistic service, there may be times when I recommend you seek specialist advice from other professionals, such as an insurance adviser, solicitor, or accountant. If you choose to engage a professional I refer you to, Elevate Wealth may receive a referral fee or a share of the commission they receive. For example, for a referral to our trusted insurance partner, this payment could be up to 35% of the upfront commission they are paid. I will always disclose the specific details of any referral arrangement to you in writing at the time the referral is made. Please know that you are under no obligation to use any professional I recommend.

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## Privacy policy & security

We will collect personal information about you in accordance with our Privacy Policy. We regard client confidentiality as of paramount importance. We will not disclose any confidential information obtained from or about you to any other person, except

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in accordance with our Privacy Policy. The electronic platform we use to store your personal information is secure and run on Amazon Web Services.

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## Complaints Process

If you have a complaint about our financial advice or the service Elevate Wealth Limited has given you, you need to tell us about it. You can contact our internal complaints service by phoning or emailing us using the heading “Complaint – (Your Name)”. Please set out the nature of your complaint, and the resolution you are seeking.

We aim to acknowledge receipt within 1 business day. We will then record your complaint and work with you to resolve it, aiming to provide an answer within 7 business days. We may want to meet with you to better understand your issues.

If we can't find a solution together, you can refer your complaint to an independent service called Financial Services Complaints Limited (FSCL). This service is free for you to use and will help us reach a resolution.

Details of this service are:

Financial Services Complaints Limited [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz)  
0800 347 257

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## Our duties

As licensed financial advisers, we have a clear set of duties to you under New Zealand law. We promise to:

- Give priority to your interests by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests.
- Exercise care, 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 (these are designed to make sure that we have the expertise needed to provide you with advice).

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- 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>

The Code of Conduct standards can be read here:

<https://www.fma.govt.nz/library/guidance-library/code-of-professional-conduct-for-financial-advice-services/>

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## Availability of Information

This information can be provided in soft copy upon request