

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.

Mortgage Insurance & Investments Limited FSP188844 is 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: Email: admin@mortgagelink.co.nz or admin@insurancelink.co.nz

Address: 1/1 Antares Place, Rosedale, Auckland Phone: 0800 466 784

NATURE AND SCOPE OF ADVICE

Mortgage Insurance & Investments Limited advisers provide advice about:

- Personal insurance (risk), including health insurance.
- Business Risk Insurance (Key Person, Shareholder Protection benefits, Business Overheads/Expenses)
- ACC advice
- 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.
- KiwiSaver

We provide advice in relation to the following lending products:

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

We provide advice in relation to the following insurance products:

- Life insurance
- Trauma insurance
- Total and permanent disability insurance
- Income Protection insurance
- Mortgage and household expenses cover
- Health/medical insurance



MORTGAGE INSURANCE & INVESTMENTS LTD

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



FEES AND EXPENSES

Mortgage and lending planning fee

- Mortgage Insurance & Investments Limited advisers are usually remunerated by way of commission, by the providers of the loan 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 required to obtain a loan approval for you. Where a fee will be payable for the advice, your Mortgage Insurance & Investments Limited adviser will agree the amount of the fee with you *prior to obtaining a lending approval*. This fee can be added to your loan amount and will be paid to Mortgage Insurance & Investments Limited at the time your loan is advanced.
- Where a Mortgage Insurance & Investments Limited adviser has obtained an approval from a lender who does pay commission, but you decide not to proceed with the loan, a fee of up to \$1500 will be payable as remuneration for the time spent on getting an approval. This fee is payable within 30 days of you deciding not to proceed with an approval.

Mortgage and lending service fee

- Should you proceed with a loan implementation after advice from your Mortgage Insurance & Investments Limited adviser, and then repay or refinance your loan within two years of your loan being advanced, without giving your Mortgage Insurance & Investments Limited the opportunity to assist you with a refinance, Mortgage Insurance & Investments Limited may charge you a fee of up to \$1500.

Insurance Service Fee

- No fees are payable by you for insurance advice. However, Mortgage Insurance & Investments Limited may charge a fee for financial advice provided to a client if the client cancels a life or health insurance policy within two years of inception. Specific fee information will be advised when the advice is provided. This fee will be payable by the client within 30 days after the policy is cancelled.

KiwiSaver service fee

- There is no cost to you for advice however if you choose to join the nominated KiwiSaver scheme vendor, Mortgage Insurance & Investments Ltd will be paid a commission. All KiwiSaver fees are subjected to the nominated scheme where the member will pay fees in connection with your membership. These fees are set out in the nominated scheme's Product Disclosure Statement.

CONFLICTS OF INTEREST

For life insurance and health insurance, Mortgage Insurance & Investments Limited and the financial adviser receive commissions from the insurance companies whose policies we can recommend. If you decide to take out insurance that we recommend, the insurer will pay a commission to Mortgage Insurance & Investments Limited and/or the adviser who provides your advice. The amount of the commission is based on the amount of premium associated with your cover; specific commissions will be advised to you when advice is provided.

For mortgages and lending, Mortgage Insurance & Investments 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; specific remuneration will be advised to you when advice is provided.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives.

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 and circumstances, as advised to us. Mortgage Insurance & Investments Limited 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.

DISPUTES AND COMPLAINTS

If you are not satisfied with our financial advice service you can make a complaint by emailing info@miil.co.nz, or by calling 09 273 2540. You can also write to us at: 16/2 Bishop Dunn Place, Flatbush, Auckland. 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 Insurance and Financial Services Ombudsman Scheme (IFSO). IFSO 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 Insurance & Financial Services Ombudsman Scheme at Address: P O Box 10845, Wellington 6143, Telephone number: 0800888202 or 04 4997612 and Email address: info@ifso.nz

DUTIES INFORMATION

Mortgage Insurance & Investments 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>.