



Our Disclosure to You

License status and conditions

Niche Mortgages Limited is a licensed Financial Advice Services Provider FSP 729231 and is authorized by our license to provide financial advice services. Our contact details are:

Address: 2nd Tower, Devonport Wharf, Marine Square, Devonport, Auckland, 0624
PO Box 32 464 Devonport Auckland 0744

Contact us: +64 27 220 2053 www.nichemortgages.co.nz help@nichemortgages.co.nz

We provide financial advice on Mortgage Products/Consumer Credit Contracts
We encourage you to read the important information to decide whether your financial needs may be met by engaging us.

Nature and scope of our financial advice service

We engage financial advisers to provide financial advice on the following financial products: Mortgage Loans and related Consumer Loan Products.

Residential and personal loan products

We, through our advisers, provide financial service about residential and personal loan products from the following providers (also known as lenders):

ANZ Bank New Zealand
ASAP Finance
ASB Bank
Avanti Finance
Bank of New Zealand
BaseCorp Finance
CFML Loans
CCB China Construction Bank
Co-operative Bank
Credit Union Baywide
Cressida Capital
DBR Property Financiers
Fico Finance
First Mortgage Trust
Funding Partners
General Finance
Gold Band Finance
Heartland Bank
Liberty Financial
Metro Finance
Pepper Money
Plus Mortgage Trust
Property Funding Securities
Prospa
Resimac Financial Securities Limited
SBS Southland Building Society
Unity
Westpac
Wroxtton Finance

We *do not* provide financial advice service related to:

- a. Investment products (e.g., shares, bonds, managed funds, etc.) and KiwiSaver products
- b. Estate planning (such as Wills, Enduring Powers of Attorney, and trusts of any description).

You will need to consult appropriate specialists if for advice on “a” and “b” above.

Fees, expenses, or other amounts payable

We do not typically charge a fee for the financial advice provided to you or for implementing that advice. We are paid by our product providers (lenders) as commission.

We may charge a fee for the financial advice service provided to you if we have provided a lender approval and you do not proceed with our advice, per our Terms of Engagement.

In addition, a bank fee is due when a client repays a residential home loan within 24-27 months from settlement. This is known as a ‘clawback fee’ which is charged by your bank to us for lack of delivery for the agreed time frame. Any and all such fees will be disclosed to you before you commit to any financial transaction, or in the case of clawback fees, when we are informed by your bank.

Whether a fee will be charge, the way it is charged, and the date by which the fee will be payable will be advised when the service is provided to you. Please contact us if you intend to exit a mortgage (pay off, sell or refinance) before 27 months from your settlement date, as other bank exit fees may apply which may be avoided.

Conflicts of interest and commissions or other incentives

Residential and personal loan products

We will receive commission from the lenders who provide residential and personal loan products. If you decide to take out a residential or personal loan, then the lender will pay commission based on the amount of loan settled with that lender or lenders. Our adviser takes drawings from Niche Mortgages.

To ensure that our financial advisers prioritise the client’s interests above their own, we follow an advice process that ensures our recommendations are made based on the client’s personal goals and circumstances. All our financial advisers undergo annual professional development refresher training about how to manage conflicts of interest. We maintain registers of conflicts of interests, and the gifts and incentives received.

Our duties and obligations

We and our financial advisers are bound by the following duties under the Financial Markets Conduct Act 2013 (431I, 431K, 431L and 431M) to:

- meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code of Conduct); and
- give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by our own interests or the interests of any other person connected with the giving of advice; and
- exercise care, diligence, and skill that a prudent person engaged in the occupation of giving related financial advice would in the same circumstances; and
- meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct, to treat you fairly, and to provide you with suitable advice.

Our internal complaints process

If you have a problem or concern, please contact us so we can try to put things right.

- Call us on +64 9 445 0400 between the hours of 8:30 am - 5 pm weekdays
- Email us at help@nichemortgages.co.nz
- Or write to us at PO Box 32 464 Devonport 0744 Auckland
- We will reply to your concern as quickly as possible, usually within 24 hours.

How your complaint will be handled

- We will investigate your complaint by analyzing the information you provided us; and
- We may contact you to get additional information about your complaint.
- We aim to resolve your complaint within 40 days of its receipt and advise you, in writing, our proposed resolution to your complaint.

Our external complaints process

If we cannot resolve your complaint within 40 days, we encourage you to contact our independent service. This is free to you and is overseen by an independent adjudicator.

Financial Services Complaints Limited

Level 4, Sybase House, 101 Lambton Quay, Wellington 6011

Or write to: PO Box 5967, Wellington 6140

Telephone: 0800 347 257 or +64 4 472 3725

Website: www.fscl.org.nz

Email: complaints@fscl.org.nz