

BIZ Mortgages Limited

Public Disclosure Information

Licensing information

BIZ Mortgages Limited (FSP750151) trading as BIZ Mortgages Limited) is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Nature and scope of our advice

BIZ Mortgages Limited provides regulated financial advice including, but not limited to:

- Different types of home loans (e.g., Fixed rate, variable rate, revolving credit etc.)
- Bridging loans (open and closed)
- Reverse Mortgages
- Construction or Development Funding Loans
- First Home Loan
- Business and Commercial Loans

We provide financial advice regarding lending products from the following product providers:

Bank/Finance Company		
ANZ Bank New Zealand Limited	ASAP Finance Limited	Basecorp Finance
ASB Bank Limited	Pepper Money	Avanti Finance
BNZ Bank of New Zealand	First Mortgage Trust	NZMF
Bank of China (New Zealand) Limited	Resimac	Cressida Capital
Southland Building Society (SBS Bank)	Bluestone Mortgages	Sovereign Home Loans
Westpac New Zealand Limited	DBR Finance	Southern Cross Partners
Kiwibank	Funding Partners Limited	Simplify
Co-operative Bank	Silver Harbour Capital	Zip
Heartland Bank	Clevermoney	Apricity
Lock Finance	Liberty Finance	Plus Finance
NZCU	Prospa	

Fees and expenses

In most cases, we do not charge our clients fees, expenses, or other charges for the financial advice we provide. We will 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.

Conflicts of interest and commissions

BIZ Mortgages Ltd may receive commissions at settlement from the relevant lender if you choose to take out a mortgage following my advice.

The commissions are between 0.5% and 2% of the initial mortgage balance or amount funded depending on which lender is chosen for the transaction. In addition, Biz Mortgages Ltd may also receive 0.05% to 0.25% of the mortgage balance on each anniversary date from settlement as Trail payments.

If we assisted you with the refixes of your mortgages, then the lenders may pay us \$150 as upfront refix commission for our financial advice provided to clients for this transaction.

The commission is received by Biz Mortgages Ltd for providing me with compliance support, training, and back-office support.

Commission clawback:

A one-off fee will 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	0-16 months	Clawback	100%
Month	16-28 months	Clawback	Up to 75%

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

BIZ 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.
- We undertake an annual independent Compliance Assurance Review by Strategi.

Complaints handling and Dispute Resolution

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

Phone: 09 985 2000
Email: pritesh@bizmortgages.co.nz
Postal Address: 46C Stanley Street, Parnell,
Auckland, 1010, 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 2 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, or if you decide not to use our internal complaints process, you can contact our external disputes resolution scheme, Financial Services Complaints Limited (FSCL). FSCL provides a free and independent dispute resolution service that may help to resolve your complaint if we have not been able to do so to your satisfaction. To contact FSCL: all complaints need to be in writing, addressed to:

Financial Services Complaints Limited

Email: info@fscl.org.nz
Phone: 0800 347257 or 04 472 3725
Fax: 04 472 3728
Postal Address: PO Box 5967
Lambton Quay
Wellington 6145

You must bring your complaint to FSCL within 3 months of receiving our decision letter, if you do not raise the complaint with FSCL within 3 months of the decision letter, FSCL will not be able to investigate your complaint.

Duties information

BIZ 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

BIZ Mortgages Limited (FSP 750151) is the Financial Advice Provider.

Phone: 09 985 2000

Email: pritesh@bizmortgages.co.nz

Postal Address: 46C Stanley Street, Parnell,
Auckland, 1010, New Zealand