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DISCLOSURE STATEMENT Financial Adviser

Name of Financial Adviser: Emma Carmichael
Registration number of Financial Adviser: FSP1007664
Address: 11 Tongariro Street, Taupo 3330
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Email address: emma@zestbrokers.co.nz
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It is important that you read this document!

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

Licensing information

Zest 2008 Limited (FSP119349) trading as Zest Brokers holds a licence issued by the Financial Markets Authority (the government agency that monitors financial advisers).

I am a Financial Adviser giving advice on behalf of Zest 2008 Limited, trading as Zest Brokers. I will provide you with financial advice in relation to your mortgages.

I provide financial advice about mortgages from:

- ANZ Bank
- ASB Bank
- BNZ
- Westpac
- The Co-operative Bank
- Heartland Bank
- SBS Bank
- Avanti Finance
- Kiwibank

How do I get paid for the services that I provide to you?

For mortgage advice, Zest 2008 Limited will receive commissions from the bank/lender. If you decide to take out a loan, the bank/lender will pay commission to Zest 2008 Limited as indicated below:

- The commissions for the bank lenders range between 0.55 - 0.85% of the value of the mortgage. The amount depends on which bank lender and what type of mortgage you choose.
- The commissions for the non-bank lenders range between 0.60 - 0.70% of the value of the mortgage. The amount depends on which non-bank lender and what type of mortgage you choose.
- We may also receive an ongoing commission of between 0.15 - 0.20% of the remaining balance of your loan each year. The amount depends on which bank/lender and what type of mortgage you choose.

I do not charge fees, expenses, or any other amount for the financial advice I provide you.

However, I may charge a fee for the financial advice provided to you where you restructure or repay your loan within 27 months of inception. Whether a fee will be charged and the manner in which it will be charged will be advised when the advice is provided to you. This fee will be payable by the 20th of the month after the loan has been restructured or repaid.

I may also charge you a one-off fee if you request that I provide services in relation to a product or service and we do not receive a commission for. Any such fee would be agreed and authorised by you in writing before we complete the services. This may arise in the rare event that you request that we provide services in relation to either a product that is offered by a provider that we do not hold an accreditation with, or a product that is outside our usual arrangements with our product providers.

How I manage conflicts of interest and incentives?

Initials: _____

To ensure that I prioritise your interests above my own, I follow an advice process that ensures my recommendations are made based on your individual needs and circumstances.

I complete ongoing training about how to manage conflicts of interest. I maintain registers that record conflicts of interest, and the gifts/incentives I may receive. Zest 2008 Limited monitors these registers and provides additional training where necessary.

Zest 2008 Limited undertakes a compliance audit, and a review of our compliance programme annually by a compliance officer.

What should you do if something goes wrong?

If you are not satisfied with my financial advice service, you can make a complaint to:

Name: Lam Robinson
Address: Zest 2008 Limited, PO Box 1761, Taupo 3351
Phone: 021331858
Email: lam@zestbrokers.co.nz

When we receive a complaint, we will consider it following 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 can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Financial Services Complaints Limited.

Financial Services Complaints Limited provide a free, independent dispute resolution service that may help investigate or resolve your complaint if we haven't been able to resolve your complaint to your satisfaction.

You can contact Financial Services Complaints Ltd (FSCL)-A Financial Ombudsman Service on:

Address: Financial Services Complaints Limited, PO Box 5967, Wellington 6145
Phone: 0800 347 257
Email: complaints@fscl.org.nz

What are my obligations?

Zest 2008 Limited, and anyone who gives financial advice on their behalf (including myself) have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

I am required to:

- Give priority to your interests by taking all reasonable steps to make sure my advice isn't materially influenced by my 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 I have the expertise needed to provide you with advice).
- 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 I treat you as I should and give you suitable advice).

This is only a summary of the duties that I have. More information is available by contacting me or by visiting the Financial Markets Authority website at www.fma.govt.nz.

Our reliability history

Neither Zest 2008 Limited, nor I have been subject to a reliability event. A reliability event is something that might materially influence you in deciding whether to seek advice from me. As an example, it would include legal proceedings against me, or if I had been discharged from bankruptcy.

If you need to know more, where can you get more information?

If you have a question about anything in this disclosure statement or you would like to know anything more about me, please ask me.

All the information I have discussed with you is available in writing. Please let me know if you wish to have a written copy.

Declaration

I, Emma Carmichael declare that, to the best of my knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements in the Financial Markets Conduct Act 2013; Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendment Regulations 2020; and Financial Services Legislation Amendment Act 2019.

Client Name: Signed:..... Date:.....

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