



This disclosure statement was prepared on: 11/10/2024

It is important that you read this document

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

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).

Nature and scope of the financial advice given

Zest 2008 Limited provides advice to our clients about their Life, Health & Disability Insurances, as well as Home Loans and KiwiSaver & Investments.

We are able to provide financial advice from the following product providers:

| | |
|------------------------------------|--|
| Risk Insurance | <ul style="list-style-type: none"> • AIA. • Asteron Life. • Chubb Life. • Fidelity Life. • Partners Life. • Resolution Life. (ex AMP) |
| Health Insurance | <ul style="list-style-type: none"> • Accuro. • AIA. • NIB. • Partners Life. • Southern Cross. • UniMed. |
| Business Insurance | <ul style="list-style-type: none"> • AIA. • Asteron Life. • Chubb Life. • Fidelity Life. • Partners Life. |
| Personal & Home Loans | <ul style="list-style-type: none"> • ANZ Bank. • ASB Bank. • BNZ Bank. • Westpac Bank. • Kiwibank. • Sovereign (Go) Home Loans. • SBS Bank. • Heartland Bank. • Co-operative Bank. • A number of other non bank lenders. |
| KiwiSaver & Investments | <ul style="list-style-type: none"> • AMP. • Booster. • NZ Funds. • Generate. • Milford. • ANZ. • Lifetime Asset Management. |

Any financial advice we provide will take only take into account the information you have given us about your particular needs, financial situation or goals.

What are my obligations?

Zest 2008 Limited, and anyone who gives financial advice on their behalf 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 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 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/assets/assets/code-of-professional-conduct-for-financial-advice-services.pdf>.

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

For risk insurance and health insurance, Zest 2008 Limited will receive commissions from the insurance companies on whose policies we give advice on. If you decide to take out insurance, the insurer will pay a commission to Zest 2008 Limited as indicated below:

- The commissions range between 75 - 230% (risk) and 10 - 135% (health) of the first year of premiums for your policy. The amount depends on which insurance company and which insurance policy you choose.
- We also receive an ongoing commission of between 5 - 35% of the premium for each year the policy remains in force. The amount depends on which insurance company and which insurance policy you choose.

For KiwiSaver and investment products, Zest 2008 Limited will receive commissions from the provider on whose plans we give advice on. If you decide to take out KiwiSaver or a superannuation plan, the provider will pay a commission to Zest 2008 Limited as indicated below:

- The commissions range between \$0 - \$300 upfront.
- We also receive an ongoing commission of between 0.20 - 0.40% of the funds under management each year the plan remains in force. The amount depends on which provider and plan you choose.

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.

Fees

Most of the time, our services are completely free. That's because instead of being paid by you, we receive revenue from our product suppliers like banks and insurers.

However, for Lending, we 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.

We 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.

Or, if you cancel your insurance within 24 months of its start date, the insurer will reclaim any commission paid to us. If you do so without allowing us the chance to help you review your options, we will charge a fee based on the time spent getting the insurance approved and implemented. The hourly rate for this service is \$350 +GST, with a maximum clawback charge of \$3,000 +GST.

How we manage conflicts of interest and incentives?

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

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

Zest 2008 Limited undertake 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 our financial advice service, you can make a complaint to:

Name: Larn Robinson
Address: Zest 2008 Limited, PO Box 1761, Taupo 3351
Phone: 021 331 858
Email: larn@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 can't, 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

Contact Details

Zest 2008 Limited (FSP119349) trading as Zest Brokers is the Licensed Financial Advice Provider.

You can contact us at:

0508 ZEST ME

taupo@zestbrokers.co.nz

11 Tongariro Street, Taupo

This information is available in writing upon request.