

IMPORTANT INFORMATION ABOUT MYFUTURE

Licensing information

MyFutureNZ Limited ("our", "we", "us"), (FSP710191, trading as MyFuture) is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Nature and scope of the advice

We develop wealth creation plans which can incorporate the financial advice products listed below plus direct ownership of property. We do not have any exclusive agreements with any particular property developer and instead, select the property developer based on the requirements of the client at the time.

We give high level advice for mortgage clients but for detailed advice, we refer our clients to third party mortgage brokers or work directly with banks if determined necessary for our clients.

In addition, we also provide financial advice in relation to:

- Personal risk insurance: Life, trauma, disability, income protection, health insurance provided by AIA, Fidelity Life and Accuro
- KiwiSaver Schemes: Booster KiwiSaver Scheme, Generate KiwiSaver Scheme, Milford KiwiSaver Scheme, SuperLife KiwiSaver Scheme, and Select KiwiSaver Scheme
- Investments (managed funds and superannuation): Consilium NZ Limited (Synergy), Milford Asset Management Limited, Smartshares Limited (SuperLife) and Britannia Financial Services Limited

MyFutureNZ Limited services exclude certain areas of personal finance. These include taxation and accounting services, legal and estate planning. We may refer you to your relevant specialist professional services provider for advice on those matters.

Fees or Expenses

MyFutureNZ Limited may charge a fee for the financial advice that is provided to you. The fee charged will depend on the nature of the financial advice service that we provide. Most commonly, such fees may be:

- **Insurance advice:** usually the fee is between \$0-\$295.
- **Financial and retirement planning:** initially \$995-\$1,999 for the initial financial plan, then if you decide to proceed with our recommendation we charge an implementation fee capped

at \$25,000 inclusive of GST, or in the case of management funds, a percentage of 0.2% - 1% is used for Funds Under Management for implementation and ongoing servicing. Some managed funds enable you and us to negotiate a fee for the ongoing advice on the investment. This fee is typically less than 0.5% of the investment value. There are administration and investment management fees associated with your recommended investment portfolio with your wrap platform provider. These are ongoing fees and will be deducted from your holdings, are payable monthly, and will reduce the amount of your returns. This fee will be disclosed to you at the time of recommending the investment.

- **KiwiSaver Scheme:** Depending on the KiwiSaver Scheme we recommend, we may charge a fee of up to 0.5% per annum of your account balance.

Other general advice:

- **Mortgage review:** usually the fee is between \$0-\$295.
- **Property investment analysis:** The cost of providing you with a general advice report focusing specifically upon the acquisition of Residential Real Estate is \$595.

The exact fees we will charge will be confirmed at the time the advice is provided.

All of our fees are inclusive of GST and are payable at either the time of invoicing or prior to implementing any recommendations provided.

Fees charged by insurers

You will need to pay a premium (regular fee) to the insurer to establish and maintain insurance coverage. This amount will be based on several factors, including the extent of the coverage, the length of time it covers, and your excess. We will provide you with more specific details about these fees once we know more about your personal needs.

Fees charged by investment product providers

Managed fund product providers charge fees and this is typically a percentage of the funds you have invested with them. More information about these fees will be described in the Product Disclosure Statement that will be provided to you.

Conflicts of interest, commissions and incentives

We receive a commission from all the insurers and some of the managed fund/KiwiSaver Scheme providers. We use these commissions to pay our staff salaries and company operating costs.

Our financial advisers are either commission or retainer plus commission based contractors of MyFutureNZ Limited. They are eligible to receive a discretionary bonus based upon achieving key performance indicators such as being compliant, providing the required level of client care, client satisfaction levels, being a team player, meeting continuing professional development requirements and achieving productivity targets. The bonus is not significant in relation to the adviser's remuneration.

We will provide more specific details of any commissions at the time our advice is given.

Our financial advisers do not have any production performance agreements with any particular product provider. They do not have any other commercial relationships or contractual arrangements that present any particular conflicts of interest which would be reasonably likely to materially influence our advisers in providing the financial advice service.

To ensure our advisers prioritise our clients' interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
- We maintain registers of conflicts of interests and the gifts and incentives we may receive. These registers are monitored regularly, and additional training is provided as required.
- We value transparency and make our clients aware of the commissions and referral fees we are eligible to receive should they accept and implement our advice and recommendations.
- All of our financial advisers and staff are required to undergo annual training about managing conflicts of interest.
- We engage a reputable external compliance provider to provide ongoing checks of our advice.

Complaints handling and disputes resolution

If you have a problem, concern, or complaint about any part of our service, please tell your adviser so that he/she can try to fix the problem.

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

Call: 021 773 335

Email: lara.maloney@myfutureplan.co.nz

Write to: Level 8, 139 Quay Street, Auckland Central 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 10 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 the internal complaints process, you can contact our external disputes resolution scheme, Financial Dispute Resolution Service (FDRS). The FDRS provides a free and independent dispute resolution service that may help to resolve your complaint if we haven't been able to do so to your satisfaction. To contact the FDRS:

Call: 0508 337 337

Email: enquiries@fdrs.org.nz

Write to: Freepost 231075, PO Box 2272, Wellington, 6140

Duties information

MyFutureNZ Limited 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; and
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.

Contact details

MyFutureNZ Limited (FSP710191, trading as MyFuture) is a Financial Advice Provider.

Email:	support@myfutureplan.co.nz
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Address:	Level 8, 139 Quay Street, Auckland Central 1010, New Zealand
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Telephone number:	0800 110 285
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Fax number:	09 308 5556
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A written copy of this information is available upon request.