Nature and Scope of Advice - Jason Lai

MHQ Mortgage & Wealth Advisory

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Important Disclosures

Providers & Advice Type

As a mortgage adviser, I can provide financial advice to you on:

- Residential lending products and their suitability for you
- Residential lending product providers (that I am accredited with) and their lending policies
- Structuring of your lending & mortgage repayment strategies

Providers I work with:

ANZ, BNZ, Westpac, ASB, Kiwibank, ASAP Finance, Avanti, Basecorp, Co-op Bank, Cressida Capital, DBR, First Mortgage Trust, Funding Partners, Heartland Bank, Liberty, Unity, Pepper Money, Plus Finance, Prospa, SBS, Southern Cross Partners, TSB, Pallas Capital, BizCap.

I do not provide financial advice services relating to:

- Insurance, such as life or income protection*
- Investment advice (e.g. shares, bonds, managed funds, KiwiSaver*, etc.), or retirement planning
- Legal advice regarding property contracts or tax implications (including estate planning — wills, trusts, contracts, etc.)

> *** Specialist Referrals Available**
> At your request, if you wish to consult a specialist on insurance or KiwiSaver advice, I can provide a direct professional referral to specialists at Suite Financial.

Commissions and Incentives

As an employee of mortgagehq, I receive a salary and am also eligible to receive a quarterly bonus where an overall performance threshold is achieved. The performance incentive accounts for (but is not limited to) individual financial targets, quality of work, and team performance.

Commissions are paid after settlement from the relevant lender if you choose to take out a mortgage following my advice. The commissions are between 0.5% to 1% of the initial mortgage balance or amount funded. MHQ may also receive 0.15% to 0.2% of the mortgage balance on each anniversary, a portion of which contributes to my remuneration.

The commission received is shared with mortgagehq for providing compliance support, training, and back-office support.

Referral Commission:

Suite Financial is a separately and independently licensed Financial Advice Provider. Referrals are made to Suite Financial where the adviser reasonably believes a client will benefit from specialist advice outside mortgagehq's scope of service. Clients are informed of the referral arrangement and must provide consent before their details are shared.

If a mortgagehq adviser refers a client to Suite Financial and the referral results in a completed engagement or placement of insurance business, mortgagehq may receive a referral commission from Suite Financial equivalent to 20% of the commission earned by Suite on that business. The payment is made directly from Suite to mortgagehq (rather than to the adviser) to ensure oversight.

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Conflicts of Interest

As a financial adviser, I am paid commissions by lenders when a mortgage settles and in some cases at the mortgage anniversary each year. I research suitable products and providers to ensure the advice meets your needs, however I ultimately receive a commission based on details such as size of new lending and products taken.

To ensure that my advice remains impartial and aligned with your best interests:

1. I adhere to the Code of Professional Conduct for Financial Advice Services, which requires me to act with integrity and prioritise your interests above my own.
2. My Financial Advice Provider (FAP) has policies and procedures in place to manage conflicts of interest, and I comply with these at all times.

Fees and Expenses

In most cases, I do not charge you a fee if you decide to take a loan — the lender pays us a commission when your loan settles. However, a fee-for-service arrangement may apply when securing lending solutions with non-bank lenders. Should these lenders need to be used, this fee will be determined after our review together, but typically falls between 0.7–1% of the loan amount.

Commercial Lending Assistance:

We do not provide commercial lending advice or recommendations on commercial loan products. However, a fee of 0.7–1% may be charged where we assist in preparing and coordinating information for a commercial loan application, where a lender commission would not typically be paid.

Clawback Fee

Important — please read carefully

In the event that the loan we arrange for you is repaid, refinanced, or restructured within 28 months from the settlement date, and you have not provided us the opportunity to assist with the new financing arrangements, we reserve the right to charge you a fee equivalent to the commission reclaimed by the lender (clawback).

This fee compensates us for the time and resources invested in arranging your loan. By signing this agreement, you acknowledge and accept this potential fee. mortgagehq may choose to waive these costs for existing clients or where appropriate.

Reliability History

A reliability event is something that may materially influence your decision on seeking advice from mortgagehq or from me — for example, legal proceedings or insolvency in the past four years. Neither mortgagehq nor I have been subject to a reliability event.

Collection of Personal Information

Where we collect your personal information from someone other than you, we will take reasonable steps to notify you. This notification will include:

- The purpose of the collection
- The intended recipients of the information
- The name and address of the agency collecting and holding the information
- Whether the collection is authorised or required by law (and, if so, the relevant law)
- Your right to access and request correction of that information, unless an exception applies under the Privacy Act 2020

For full details, please refer to the KAN Privacy Policy and Provider Schedule v1.0 (April 2026), available on request or via mhq.co.nz.

I am a financial adviser, providing financial advice on behalf of Financial Advice Provider. MHQ Mortgage & Wealth Advisory (FSP 463846). MHQ Mortgage & Wealth Advisory is authorised to provide regulated financial advice under the licence held by MHQ Mortgage & Wealth Advisory (FSP 463846).