Disclosure Information

The following information provides you with an important overview of mortgagehq ltd, our duties to you, fees, and how we manage complaints.

License Status and Conditions

mortgagehq limited, FSP463846, trading as mortgagehq holds a financial advice providers (FAP) license issued by the Financial Markets Authority.

Nature and Scope of Service

mortgagehq provides advice to our clients only on residential home loan lending needs. mortgagehq has access to all New Zealand main banks, including a range of non-banking lenders to provide a unique solution for our clients. The banking institutions mortgagehq advisers have access to, are the following:

Lenders we work with:

- ASB
- ANZ
- BNZ
- Co-Operative Bank
- Kiwibank
- Westpac
- TSB
- SBS
- Zagga
- ZIP
- CMFL
- Bluestone
- Heartland Bank
- Avanti
- NZCU Baywide
- Liberty Finance
- Peppermoney
- Basecorp
- Prospa
- Strata Funding
- Funding Partners
- Unity
- Resimac
- Plus Finance
- ASAP Finance
- Bank of China
- China Construction Bank
- ICBC
- Cressida Capital
- DBR
- First Mortgage Trust
- Southern Cross Partners
- General Finance
- Goldband Finance
- ASAP Finance
- AIA/Sovereign

Fees and Expenses:

Generally speaking, mortgagehq does not charge for its advice. However, in certain situations where;

- the client's lending requirement may be more complex (such as commercial or business lending);
- certain non-CCCFA (non-bank) lender products are required which include a broker fee;
- Request to further extension of preapproval beyond the originally provided 6 months.

mortgagehq may charge a fee for offering the financial advice. The exact fees we will charge will be confirmed before any action is taken and you can decide to proceed or not.

For non-bank lender brokerage fee - the exact fee we will charge will be confirmed both before application submission and again at time of approval (subject to lender procedure).

Clawback fee

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, which was initially covered by the commission we received from the lender.

mortgagehq may choose to waive these costs for existing clients or where appropriate.

Conflicts of Interest and Incentives

mortgagehq has strong working relationships with New Zealand based lenders. These relationships allow us to provide competitive pricing and help us meet our expected service expectations to a high standard.

mortgagehq are paid in the form of commission from lenders through which we place business. The amount of the commission we receive depends on the loan amount of any loan, and lender. Typically we receive an upfront initial commission of between 0.45% to 0.85% of the total loan amount.

mortgagehq may also receive annual ongoing commission of between 0.125% and 0.2% for every year your outstanding loan balance that remains with the bank. We will provide more specific details of these commissions once we have talked to you and understand your needs/at the time our advice is given.

Our advisers receive a salary as an employee of mortgagehq. They are eligible to receive a bonus each quarter of a certain level of overall performance is achieved. The performance incentive accounts for (but not limited to) individual financial targets, quality of work, and team performance.

mortgagehq believe in their recommendations provided to all clients and have an ongoing responsibility to ensure these client's needs and lending requirements are managed to a high standard, and on an on-going basis. This means mortgagehq will receive an ongoing commission payment from the lender for this service.

To ensure that our financial advisers prioritise our clients interests above their own, we pay our advisers on a salary basis.

mortgagehq policy is to only engage with clients where there is a clear material benefit to be gained for our clients, otherwise, we will refuse to engage. We do not want to waste your time if we do not think we can or should help.

mortgagehq has clear 'conflict of interest' policies and procedures. Our financial advisers follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances. All our financial advisers undergo regular training about how to manage conflicts of interests. We undertake a compliance audit, and review of our compliance program annually, completed by both internal staff and our Aggregator - KAN.

Complaints and Disputes

If you are not fully satisfied with the service provided by a mortgagehq adviser, please contact your adviser, or mortgagehq directly. Our Complaints Manager is available at **anna@mhq.co.nz**

The mortgagehq complaints officer will acknowledge your complaint in writing within 24 hours, and endeavour to resolve your complaint in a timely manner. You can find more about our complaints process online on the next tab, titled disputes and complaints.

Our Duties

mortgagehq believes in helping our clients plan and organize their property/investment life cycle through understanding your position, situation and delivering bespoke advice to achieve these goals.

We are bound by duties outlined under the Financial Markets Conduct Act 2013, and must:

- Meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (code of conduct). These are designed to ensure our advisers have the expertise to provide you with financial advice
- Take steps to ensure that you understand the nature and scope of the advice we give you and advise of any limitations to this advice.
- Give priority to your interests, by taking all reasonable steps to ensure our advice does not pertain to any conflict of interest; influencing our own interests.
- Exercise care, diligence and skill.
- Treat our clients fairly and act with integrity.
- Make certain disclosure information available to you, at a certain time. We must not provide false or misleading information.

Contact Details

mortgagehq limited holds a financial advice provider licence issued by the Financial Markets Authority.

You can contact us at:

Phone: 0800 733 462

Email: Simon@mhq.co.nz

Post: 3 Te Kehu Way, Mount Wellington, Level 2, Geneva House building, Auckland, New Zealand