

Disclosure Guide



Here is some key information you need to know to help you understand what type of advice I am able to give you, so that you can make an informed and confident choice when engaging me.

Details About Me and My Financial Advice Provider

I am a Financial Adviser. I give advice on behalf of a Financial Advice Provider. My details are set out below.

Full Name: Yuanyao Liu

FSPR Number: 1007327

Address: 1 Douglas Alexander Parade, Albany, Auckland, 0632, New Zealand

Phone: 022 473 8302

Email: ryan@betteradvices.com

Name of Financial Advice Provider: BETTER ADVICE NZ LIMITED

Trading as: BETTER ADVICE FINANCE

FSPR Number: 1007246

Address: 1 Douglas Alexander Parade, Albany, Auckland, 0632, New Zealand

Phone: 022 473 8302

Email: info@betteradvices.com

My Financial Advice Provider is a member of LFG (Link Financial Group), which is a New Zealand-based financial services aggregator offering support and solutions for mortgage and insurance advisers.

Licensing Information

My Financial Advice Provider is authorised to provide a financial advice service under a current financial advice provider license issued by the Financial Markets Authority in the name of: BETTER ADVICE NZ LIMITED

FSPR Number: 1007246

Nature and Scope of My Advice

The information below will help you understand what type of advice I can provide to you.

- I can help you choose and apply for a loan that is suitable for your purpose from a panel of lenders shown below.*

- *Once we have chosen a lender and loan terms that are suitable for you, I will help you to obtain an approval.*
- *I may also be able to help you maintain your loan, for example assisting you with re-fixing your loan.*

Providers

We provide advice in relation to products provided by the following companies:

Main Bank Lenders:

- | | | |
|------------|-------------------------|-----------|
| • ANZ | • BNZ | • ASB |
| • SBS Bank | • The Co-operative Bank | • Westpac |

Other Lenders:

- | | | |
|-------------------------|---------------------------|---------------------------|
| • AIA | • Liberty Finance | • ASAP |
| • Pepper Money | • Avanti Finance | • Metro Finance |
| • Bizcap | • Oxford Finance | • CFML Loans |
| • Pallas Capital | • China Construction Bank | • Pioneer Finance |
| • Cressida Capital | • Property Funding | • DBR |
| • Prospa | • Fico Finance | • Southern Cross Partners |
| • First Mortgage Trust | • Strata Funding | • Funding Partners |
| • Unity | • General Finance | • XCEDA |
| • Get Capital | • Zagga | • Gold Bank Finance |
| • Go Lend | • Heartland Bank | • ICBC |
| • Other private lenders | | |

Products I Can Advise On

The types of financial products I can give advice on are:

- | | | |
|------------------|--------------------|----------------------|
| • Home Loans | • Investment Loans | • Construction Loans |
| • Business Loans | • Commercial Loans | |

What Else I Can Help You with

I can help you with other services through my referral partners to make it easier for you. However, I am not able to give advice on the products they offer and I have not checked to see if they can meet your specific needs. You are free to use other providers of your choice or undertake your own research.

I am unable to offer legal or tax advice and recommend you consult your solicitor or accountant for this type of advice.

Fees And Expenses

Generally, you won't be charged any fees for the financial advice I provide to you. This is possible because, on settlement of a loan, the lender usually pays commission to me [which is explained in the commission section of this Disclosure Guide]. Any exceptions to this general position are explained below. If these exceptions will apply to you, I will let you know.

One-off fees

1. *There's no commission: If you request that I provide financial advice and I do not receive a commission from the lender, I may charge you a one-off fee. Any such fee would be agreed and authorised by you in writing before I complete the services, and would be based on a percentage (Usually 1%-2%) of the loan amount approved by the lender.*

This may arise if you request that I provide services in relation to either a product that is offered by a lender that I do not hold an accreditation with, or a product that is outside my usual arrangements with my approved lenders.

2. *Where we have obtained an approval from a lender who does pay commission, but you decide not to proceed with the loan, we may charge you a fee based on a fair reflection of the time required to obtain a loan approval for you. Generally, no more than \$5,000 (plus GST, if any). Calculated based on a rate of \$400 (plus GST, if any) per hour of my time spent providing advice to you in connection with the applicable loan.*
3. *Commission has to be repaid: If you make certain changes to your loan (e.g., Within the 28-month period following drawdown of your loan, your loan is fully or partially repaid or the terms materially changed), the lender can require me to repay to them the commission I received for your loan - this is called a 'clawback' and can be up to 100% of the commission (The fee would not exceed the amount of commission that needs to be repaid to the lender).*

You will be invoiced for any one-off fee and will be given 30 days to make payment.

Adviser Fee

Some lenders charge a fee which is capitalised (or added) to the amount of your loan. This fee is normally calculated as a percentage of your loan at drawdown but can be a flat fee.

Commissions & Incentives

Commissions & Incentives That Apply to Me:

On settlement of a loan, the lender usually provides me with a commission payment.

The commission is generally an upfront commission payment but an ongoing commission payment may also be paid by the lender. The upfront commission is calculated as a

percentage of the loan at drawdown. An ongoing commission is calculated as a percentage of the loan outstanding at the relevant time.

I may also receive a fixed rate roll over fee from the lender if I assist in refixing your loan.

The maximum percentage that each lender uses to calculate upfront and ongoing commissions, and the maximum fixed rate roll over fees (refix fees). If there are any variations to these percentages or other commission payments that may apply, specific to your loan application, I will disclose this to you as part of my advice process.

I may also receive a referral fee or commission payment if I refer you to our referral partners. Commission payments or referral fees can be paid in different ways:

- Paid in full to a financial adviser.*
- Shared between two or more financial advisers.*
- Paid to an employer who then pays a financial adviser a salary.*
- Paid in full to a financial adviser's company, from which the financial adviser takes drawings or profit share.*
- Shared with a license holder to cover the costs of the services they provide. I can provide you with more information to explain which option applies to me.*

Occasionally I may receive incentives or rewards from lenders or referral partners. For example, lenders may provide us with gifts, tickets to events or other incentives.

I manage the conflicts of interest arising from these commission payments, referral fees or incentives by:

- Following an advice process that ensures I understand your needs and goals so that I always recommend the best loan for you regardless of the type and amount of commission or other payments I may receive.*
- Ensuring the amount of any loan is in accordance with your identified needs.*
- Showing you the commission rates and types by proposed lender in writing form.*
- Undertaking regular training on how to manage conflicts of interest.*

Other Conflicts of Interest

At our company, our primary focus is delivering the optimal solution to our clients while prioritizing their interests. We are committed to maintaining a transparent and unbiased approach. It is important to note that we have no formal or financial affiliations with real estate agencies or property investment firms.

However, there may be instances where we have direct or indirect connections with buyers or sellers involved in a property transaction. In such cases, we will always disclose any relevant information to you.

We have a robust system in place to monitor and manage conflicts of interest. Our company maintains a register specifically dedicated to recording any conflicts that may arise. Our

advisers receive regular guidance on disclosure procedures, ensuring that they adhere to the necessary protocols. In the event that a conflict of interest arises, you can expect us to thoroughly and transparently disclose all relevant details to you, providing a comprehensive understanding of the situation.

Privacy Policy & Security

I will collect personal information about you in accordance with our Privacy Policy. I regard client confidentiality as of paramount importance. I will not disclose any confidential information obtained from or about you to any other person, except in accordance with my Privacy Policy.

Complaints Process

If you have a complaint about my financial advice or the service I gave you, you need to tell me about it. You can contact my internal complaints service by phoning, or emailing me (Subject line: Complaint - Your Name). Please set out the nature of your complaint, and the resolution you are seeking.

I aim to acknowledge receipt of this within 24 hours. I will then record your complaint in our Complaints Register and will work with you to resolve your complaint. I may want to meet with you to better understand your issues. I aim to provide an answer to you within 10 working days of receiving your complaint. If we cannot, we will contact you within that time to let you know we need more time to consider your complaint.

If we cannot agree on a resolution, you can refer your complaint to our external dispute resolution service. This service is independent and will cost you nothing and will assist us to resolve things with you. The name of this service and their contact details are:

Financial Services Complaints Limited (FSCL)

Email: complaints@fscl.org.nz

Phone: 0800 347 257

Web: <https://fscl.org.nz/>

Post: PO Box 5967 Wellington 6140

Duties Information

Better Advice NZ Limited, and anyone who gives financial advice on our behalf, has 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 our advice is not materially influenced by our 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 we 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 we treat you as we 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 www.fma.govt.nz.