

Disclosure Information



Disclosure Information

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

License Status and Conditions

Andrew Macready (FSP122905) trading as Rely Mortgages holds a Financial Advice Provider license issued by the Financial Markets Authority to provide financial advice.

Nature and Scope of the Advice

Rely Mortgages provides advice to our clients about only their general home loan, consumer finance, business finance, and commercial property finance needs. Rely Mortgages has access to most New Zealand main banks, including a range of non-banking lenders to provide a unique solution for our clients. The lending institutions Rely Mortgages advisers have access to, are the following:

- ASB
- ANZ
- BNZ
- Co-Operative Bank
- Go Home Loans
- SBS Bank
- Westpac
- Heartland Business
- Resimac
- Avanti
- Bluestone
- NZCU Baywide
- Liberty Finance
- Peppermoney
- Basecorp
- Prospa
- Zagga
- ZIP
- Goldband Finance
- ASAP Finance
- Strata Funding
- Cressida Capital
- DBR
- First Mortgage Trust
- Southern Cross Partners
- General Finance
- Mutual Home Loans

Fees and Expenses

For the most part, Rely Mortgages does not charge for its advice. However, in certain situations where the client's requirement may be more complex, Rely Mortgages may charge a fee for offering the financial advice.

The exact fees we will charge will be confirmed before the advice is provided and the client can decide to proceed or not.

Rely Mortgages may charge an application fee in certain circumstances. The exact fees we will charge will be confirmed before the advice is provided to give the client time to decide if they want to proceed. Rely Mortgages may also charge a brokerage fee when dealing with non-bank lenders. The exact fees we will charge will be confirmed before applications are submitted.

Conflicts of Interest and Incentives

Rely Mortgages 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.

Rely Mortgages 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 0.60% to 0.85% of the total loan amount. Rely Mortgages may also receive annual ongoing commission of between 0.15% and 0.20% 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.

Andrew is paid via a Shareholder Salary.

Rely Mortgages 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 Rely Mortgages may receive an ongoing commission payment from the lender for this service.

Our financial advisers prioritise our clients' interests above their own by following an advice process to ensure our recommendations are based on the clients' need and circumstances.

Rely Mortgages policy is to only engage with clients where there is a clear material benefit to be gained for

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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.

Rely Mortgages has clear 'conflict of interest' policies and procedures. Our financial advisers follow an advice process that ensures our recommendations are made based on 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 an external compliance adviser.

Duties Information

Rely Mortgages 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 interest 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 <https://www.fma.govt.nz>

Complaints and Disputes

If you are not satisfied with our financial advice service, you can make a complaint by emailing andrew@relymortgages.co.nz or by calling 09 533 2053. You can also write to us at: 5 Springcrest Drive, Karaka, Auckland 2113.

When we receive a complaint, we will consider it following our internal complaints review 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 5 working days of receiving them. If we cannot, 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 cannot resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact.

Financial Services Complaints Limited
Level 4, Sybase House, 101 Lambton Quay, Wellington 6011
<http://www.fscl.org.nz> 0800 347 257

FSCL provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we have not been able to resolve your complaint.