

Registration number of Financial Adviser:	FSP421986
Address:	139 Raddens Rd, Ohoka, RD2, Kaiapoi, 7692
Company name and Financial Services Provider number:	Cosgrove Survival Specialists Ltd FSP274545
Telephone number:	03 312 0630
Email address:	mortgage@cosgroves.co.nz
This disclosure statement was prepared on:	15 th March 2021

It is important that you read this document

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

We provide financial advice to our clients about their mortgages, home loans and personal and business loans. Our mortgage adviser, Richard Knight (FSP421986) holds a licence issued by the Financial Markets Authority to provide financial advice.

Nature & Scope of this Advice

Our financial adviser provides mortgage advice to our clients about their home mortgages. We only provide mortgage advice about products from a variety of lenders, including but not limited to - ANZ, Westpac, ASB, The Co-operative Bank and SBS. We also work with non-bank lenders, Sovereign Home Loans, Avanti Finance, Southern Cross Partners and Resimac.

Fees or Expenses

Cosgroves does not charge fees for providing advice or putting the mortgage in place. However, a fee may be charged for mortgage advice provided to a client where a client repays their mortgage within 27 months of its implementation. Whether a fee will be charged and the manner in which it will be charged will be advised when the mortgage is repaid. The fee will be based on the commission that the lender requires the adviser to repay and an assessment of the time involved in providing the advice to the client.

We reserve the right to charge a fee if lending is provided by a lender which does not offer the adviser a commission payment. In this instance the fee will be fully disclosed and discussed at the start of the process.

Conflicts of Interest

To ensure that our mortgage adviser prioritises the client's interests above our own, we follow an advice process that ensures recommendations are made on the basis of the client's individual goals, needs and circumstances.

Our adviser undergoes training about how to manage conflicts of interest on a regular basis. Our adherence to compliance requirements and a review of our compliance programme is undertaken annually.

If you are not satisfied

If you are not satisfied with our mortgage advice service you can make a complaint by emailing mortgage@cosgroves.co.nz, or by calling: 03 312 0630. You can also write to us at: 139 Raddens Road, Ohoka, RD2, Kaiapoi, 7692.

When we receive a complaint, we will consider it following our internal complaints 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 10 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 are not satisfied with the way we propose to do so, you can contact the Insurance & Financial Services Ombudsman Scheme.

The Insurance & Financial Services Ombudsman Scheme provides a free, independent dispute resolution service that may help us resolve any disagreements if we have not been able to resolve your complaint to your satisfaction.

You can contact the Insurance and Financial Ombudsman Scheme by emailing info@ifso.nz, or by calling: 0800 888 202. You can also write to them at PO Box 10845, Wellington, 1643.

We are required to do what is right

We are bound by the duties of the Financial Markets Conduct Act to:

- Meet the standard of competence, knowledge and skill set out in the Code of Conduct.
- Give priority to the client/s interest to make sure the advice is not materially influenced by our own interests.
- Exercise care, diligence, and skill in providing you with advice and meet the standards of ethical behaviour, conduct and client care set out in the Code of Conduct.
- Treat clients fairly, act with integrity, ensure clients understand the advice given and protect client information.

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 <http://www.fma.co.nz>.