

ADVISER BUSINESS PUBLIC DISCLOSURE STATEMENT

MHL Business Services Limited (Adviser Business) Trading as Your Loans

Contact Information:

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This document provides the required disclosures for Your Loans (*Adviser Business*) in accordance with the *Financial Markets Conduct Regulations 2014*.

About the Adviser Business

Your Loans operates as a member of The New Zealand Financial Services Group, trading under the brand *Your Loans*.

The Adviser Business:

- Is a licensed **Financial Advice Provider** under the *Financial Markets Conduct Act 2013*.
- Is registered on the **Financial Service Providers Register (FSPR)**.
- Engages **Financial Advisers** to deliver financial advice. Details of the engaged Financial Advisers are available on the FSPR.

Licensing Information

MHL Business Services Limited (FSP770213) and its engaged Financial Advisers are authorised by the Financial Markets Authority to provide financial advice.

Financial Advice Services and Products

Through its Financial Adviser, Maria Tuyay, the Adviser Business offers expert financial advice on:

- **Home Loans**
- **Investment Loans**
- **Construction Loans**
- **Business Loans**
- **Car Loans**
- **Personal Loans/Debt Consolidation**

For further details, please contact us using the information provided above.

Financial Advice Scope

The Financial Adviser provides advice only on products from the following providers:

- **Banks and Lenders:** ASB Bank, ANZ Bank, BNZ, DBR Property Financiers, Heartland Bank, Resimac, SBS Bank, Select, Sovereign, The Cooperative Bank, Westpac, AIA, ASAP Property Finance, AVANTI Finance, Basecorp Finance, Bizcap, CFM Loans, Cressida Capital, Finbase Finance, First Mortgage Trust, General Finance, Midlands Funds Management, Pallas Capital, Unity.

Fees and Expenses

In most cases, the Adviser Business does not charge fees for providing financial advice or facilitating transactions. This is because commissions are typically received from the product providers if you proceed with a product after receiving advice.

However, there are exceptions where a one-off fee may apply:

1. No Commission Scenario:

- If the Financial Adviser provides services for a product or provider with whom they do not have an accreditation or standard commission arrangement, a one-off fee may apply.
- This fee would be agreed upon and authorised by you in writing beforehand, based on an estimate of the time required to provide the advice.

2. Repayment of Commission Scenario:

- You may be charged a one-off fee if:
 - A loan is fully or partially repaid, or its terms are materially altered, within 28 months of drawdown.
 - An insurance policy is cancelled, or its terms are materially altered, within 24 months of issuance.
- If the product provider requires the Adviser Business to repay the commission, the fee will reflect the time spent providing advice (at a rate of \$250/hour plus GST, if applicable) and will not exceed the repaid commission amount.
- This fee will be capped at **\$2,500 plus GST** (if applicable).
- You will receive an invoice for the fee, with 30 days to make payment.

Conflicts of Interest: Commissions & Incentives

If you proceed with a product based on advice provided by Maria Tuyay, the Adviser Business or Financial Adviser generally receives a commission or incentive payment from the product provider.

Commission Structure:

- **Upfront Commission:** A percentage of the first year's premium (for insurance products) or a percentage of the loan amount at drawdown (for loans).

This arrangement ensures the Adviser Business is compensated for its professional services while maintaining transparency.

Commission and Incentive Payments

The Adviser Business may receive the following types of commission or incentive payments from product providers:

- **Renewal Commission:** A percentage of the policy premium for each year the insurance remains active or a percentage of the loan balance at the relevant time (for loans).
- **Fixed-Rate Rollover Fees:** Applicable when a loan is refixed.
- **Referral Fees:** Paid for referring clients to specific providers.
- **Other Incentives:** These may include gifts, event tickets, or similar rewards.

Detailed information about the commissions and incentives relevant to your financial advice, including maximum percentages used in calculations, will be disclosed by your Financial Adviser during the advice process.

Commitment to Prioritizing Client Interests

The Adviser Business ensures that the receipt of commissions or incentives does not influence the financial advice provided. Financial Advisers prioritize your interests by recommending products that best meet your needs and goals, regardless of the payment received.

This is achieved through:

- **A Rigorous Advice Process:** Advisers follow a structured process to fully understand your needs and recommend suitable solutions.
- **Ongoing Training:** Financial Advisers receive regular training on managing conflicts of interest.

- **Transparent Disclosure:** A schedule of maximum commission rates and types by product provider is included in each Financial Adviser's personalized Disclosure Guide. Additional commission details will be shared during the advice process.

Additional Commission or Incentive Payments

The Adviser Business may also receive the following:

- **Insurance Commission:** Paid by insurers when an application is approved.
- **Referral Payments:** From Tower Insurance for client referrals related to insurance, and from XE Money or Prosopa NZ for referrals related to other financial services.

These payments are governed by agreements between the Adviser Business and the respective providers. They do not influence the advice you receive, as Financial Advisers are required to recommend products based solely on your needs, following the established advice process.

Managing Other Conflicts of Interest

From time to time, Financial Advisers may attend product provider events where information about their offerings is shared. The Adviser Business manages potential conflicts of interest from such events by ensuring that advisers adhere strictly to the advice process to recommend products that best suit your needs.

If additional conflicts of interest arise, these will be disclosed and addressed as necessary to maintain the integrity of the advice provided.

Complaints and Dispute Resolution

If you are dissatisfied with the service provided by the Adviser Business or its Financial Advisers, you can lodge a complaint through the Adviser Business's internal complaints process.

To do so, contact the Adviser Business via phone or email (details provided above) with the subject line "**Complaint.**" Clearly describe the nature of your complaint and the resolution you are seeking.

Internal Complaints Process

- **Acknowledgment:** Your complaint will be acknowledged within 24 hours of receipt.
- **Recording and Investigation:** The complaint will be logged in the Adviser Business's Complaints Register and thoroughly investigated. The Adviser Business may arrange a meeting with you to better understand your concerns.
- **Response Time:** A response will be provided within **7 working days**. If additional time is needed to investigate, you will be informed.

External Dispute Resolution

If your complaint cannot be resolved to your satisfaction, you can escalate it to the Adviser Business's external dispute resolution service. This independent service is free to use and will assist in resolving the issue.

Contact Details for External Dispute Resolution:

- **Service:** Financial Services Complaints Limited (FSCL)
- **Phone:** 0800 347 257
- **Email:** complaints@fscl.org.nz

Duties of the Adviser Business

Anyone providing financial advice within the Adviser Business adheres to the duties outlined in the *Financial Markets Conduct Act 2013*. These include:

- **Competence and Ethics:** Meeting the standards of competence, knowledge, and skill, as well as ethical behavior, conduct, and client care, as set out in the Code of Professional Conduct for Financial Advice Providers.
- **Client Interests:** Giving priority to your interests at all times.
- **Professional Standards:** Exercising care, diligence, and skill in delivering financial advice.

The Adviser Business is committed to maintaining these standards to ensure the highest level of service and professionalism.