

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: Naveet Prasad

Address: 12 La Bella Road, Hobsonville, Auckland, 0618, New Zealand Phone: 09 390 0288

Email: naveet@tog.co.nz

FSPR Number: 576227

Name of Financial Advice Provider: The Olive Group Limited

Trading as: The Olive Group FSPR Number: 758571

Address: 12 La Bella Road, Hobsonville, Auckland, 0618, New Zealand

Phone: 093900288

Email: naveet@tog.co.nz

Website: <http://www.tog.co.nz>

Licensing Information

My Financial Advice Provider is authorised to provide a financial advice service under a current financial advice provider licence issued by the Financial Markets Authority in the name of: The Olive Group Limited.

FSPR Number: 758571

Nature and scope of advice

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

Services I provide

I will help you choose and apply for a loan that is suitable for your purpose from a panel of lenders (set out below). Once we have chosen a lender and loan terms that are suitable for you, I will help you to obtain an approval.



Banks and lenders I Use

I source loans from a panel of lenders. The current lenders I can use are:

- ANZ
- Westpac
- Resimac
- Basecorp
- Avanti Finance
- First Mortgage Trust
- Cressida Capital
- Bank of China
- TSB
- Plus Finance
- ASB
- AIA home loans
- Pepper Money
- Heartland Bank
- Co-Op Bank
- ASAP Finance
- Southern Cross
- Industrial and Commercial bank of China (NZ) Ltd
- BNZ
- Bluestone Home Loans
- Kiwi Bank
- Liberty Financial
- Unity
- DBR
- Funding Partners / CFML
- SBS Bank
- Pallas Capital

Products I can help you with

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

- Home Loans
- Construction Loans
- Investment Loans
- Development loans
- Commercial Loans

What else I can offer

I can help you with other services through my referral partners set out below:

- Tower – Fire and General
- Better (Asset Finance)
- Prospa
- XE money
- Zip Finance
- Insurance (Life and Health)

I can also help you with **KiwiSaver**. Please let me know if this is of interest to you and I will provide you with information about the KiwiSaver providers I use and I will help you choose and apply with a provider that is suitable for your needs and goals from a panel of providers (set out below). Once we have chosen a provider, I will help you with the application.

- Booster (KiwiSaver)
- Koura (KiwiSaver – referral only)
- NZ Funds (KiwiSaver)
- Generate (KiwiSaver)
- Milford (KiwiSaver)

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, I won't charge you any fee for the financial advice I provide to you. This is possible because, on settlement of a loan, I usually receive commission from the lender (which is explained in the Commissions section of this Disclosure Guide). Any exceptions to this general position are explained below.

If these exceptions apply to you, I will let you know.

One-off fees;

I may charge you a one-off fee if the following occurs:

(a) When I don't receive commission from the lender: 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 an estimate of the time spent providing the advice.

This may arise in the rare event that 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 Or a processing / application fee is applied.

(b) When I have to repay commission to the lender: In the event that, in the 28-month period following drawdown of your loan, your loan is fully or partially repaid or the terms materially changed, and a lender requires that I repay the applicable commission to them, we may charge you a one-off fee. Any such fee would be no more than \$3,600 (plus GST, if any) and would be calculated based on a rate of \$300 (plus GST, if any) for 12 hours of time across all touch points spent providing financial advice to you in connection with the applicable loan. The fee I charge you will not exceed the amount of commission I have to repay to the lender.

We will invoice you for this fee and it will be payable on the 10th of the month following the repayment of your loan/s. Details of how to make payment will be included on the invoice.

Other fees / terms

Client not proceeding fee:

If you decide not to act on my advice, then I will charge you an hourly fee of \$300 (+ GST if any) for the services performed. This will be based on the time it has taken across all touch points to prepare my advice. The maximum charge for this service is \$3,600 (+ GST if any) which is calculated at 12 hours x \$300 (+ GST if any) per hour.

We will invoice you for this fee and it will be payable on the 10th of the month following the cancellation. Details of how to make payment will be included on the invoice.

Disengagement:

By accepting this agreement, you agree to disengage from any other advisers and/or any direct dealings with bank / lenders directly.

Commissions & incentives

On settlement of a loan, I usually receive a commission payment from the applicable lender.

The commission is generally of an upfront commission payment, but I may also receive an ongoing trail commission payment. The upfront commission is calculated as a percentage of the loan at drawdown. A trail 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 applicable lender if I assist in refixing your loan.

The maximum percentage that each lender uses to calculate upfront and trail commissions, and the maximum fixed rate roll over fees (refix fees), are set out in the table below. 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 listed above. I will give you more information about how that referral fee or commission is calculated, before proceeding

From time to time, I may receive incentives or rewards from lenders. For example, they may provide me with gifts, tickets to events or other incentives.

I manage the conflicts of interest arising from these commission payments by:

- Following an advice process that ensures I understand your needs and goals so that I always recommend the best product for you regardless of the type and amount of commission I will receive.
- Ensuring the amount of any loan is in accordance with your identified needs.
- Providing you with the table below showing commission rates and types by lender
- Undertaking regular training on how to manage conflicts of interest.



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Lender	Upfront	Trail	Refix
ANZ	0.85%	0.00%	\$150.00
Westpac	0.60%	0.20%	\$0.00
BNZ	0.55%	0.15%	\$0.00
ASB	0.85%	0.00%	\$150.00
Kiwibank	0.55%	0.15%	\$0.00
ASAP Finance Limited (From)	1.00%	0.00%	\$0.00
Avanti Finance (From)	1.00%	0.00%	\$0.00
Cressida Capital (From)	1.00%	0.00%	\$0.00
DBR (From)	1.00%	0.00%	\$0.00
First Mortgage Trust (From)	1.00%	0.00%	\$0.00
Heartland Bank (From)	0.80%	0.25%	\$0.00
Liberty Financial Limited (From)	0.60%	0.15%	\$0.00
Unity	0.50%	0.00%	\$0.00
Pepper	0.60%	0.15%	\$0.00
RESIMAC	0.60%	0.15%	\$0.00
SBS Bank	0.80%	0.00%	\$150.00
Bluestone Home Loans	0.60%	0.15%	\$0.00
Southern Cross (From)	1.00%	0.00%	\$0.00
AIA Home loans	0.60%	0.20%	\$0.00
The Co-operative Bank	0.85%	0.00%	\$150.00
Bank of China (New Zealand) Limited	0.88%	0.00%	\$0.00
Industrial and Commercial Bank of China (New Zealand) Limited	1.00%	0.00%	\$0.00
Basecorp Finance (From)	1.00%	0.00%	\$0.00
Zip Business	1.00%	0.00%	\$0.00
Plus Finance (From)	5.00%	0.00%	\$0.00
TSB	0.85%	\$0.00	\$0.00
CFML (From)	1.00%	0.00%	\$0.00

KiwiSaver

If you become a member of the recommended KiwiSaver Scheme:

- You will pay fees in connection with your membership. These fees are set out in the relevant Product Disclosure Statement & Statement of Advice document.
- I receive commission for introducing you and for any advice provided to you. The commission is up to \$300 on joining the Scheme (depending on the size of your contributions within the first 12 months), and an ongoing amount, no greater than 0.50% per annum of your account balance.
- I may from time to time receive non-monetary benefits such as promotional or Christmas gifts and industry or social invitations.

I generally do not charge you a fee if you decide to take my advice. The provider may pay us a commission if you decide to take up our advice regarding your KiwiSaver. However, I may charge you for the financial advice that I provide if you close your KiwiSaver accounts. We will use the following formula to calculate the fee:

Fee for our financial advice = \$300 (plus GST, if any). The fee I charge you will not exceed the amount of commission I have to repay to the provider.

We will invoice you for this fee and it will be payable on the 10th of the month following the cancellation. Details of how to make payment will be included on the invoice.

Privacy policy & security

I will collect personal information about you in accordance with my 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. The electronic platform I use to store your personal information is secure and run Microsoft and via our Aggregator KAN (Kiwi Advisor Network).

Complaints Process

Our internal complaints process

If you have a complaint about my financial advice or the service I gave you, you need to tell me about it.

Our internal complaints manager is Naveet Prasad who can be reached via email at complaints@tog.co.nz or 093900288.

They will reply to you within 7 working days.

Our internal complaints handling process is as follows:



1. To lodge a complaint, please email your complaint to our internal complaints' manager: Naveet Prasad on complaints@tog.co.nz
2. We will reply to you within 7 working days.

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We will aim to resolve your complaint within 15 working days.

Our external complaints process

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme – FSCL. This service will cost you nothing and will help us resolve any complaints.

You can contact Financial Services Complaints Limited (FSCL) at:

0800 347 257

04 472 3725

Financial Services Complaints Limited

PO Box 5967 Wellington 6140

My duties

I am bound by and support the duties set out in the Financial Markets Conduct Act 2013. These duties are to:

1. Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code).
2. Give priority to my client's interests. Exercise care, diligence, and skill.
3. Meet the standards of ethical behaviour, conduct, and client care set out in the Code.

You can find more information by contacting us or visiting the Financial Markets Authority website at <https://www.fma.govt.nz>