

IMPORTANT INFORMATION ABOUT ACQUIRE FINANCIAL SERVICES LIMITED

ABOUT US – *Acquire Financial Services Limited provides financial planning to a wide range of clients. We provide advice which includes Investments, KiwiSaver, Mortgages, Insurance, UK Pensions, Retirement Planning and general financial planning.*

Vision

We aim to be a trusted financial adviser to our clients and be the first point of contact for all of our clients financial needs and requirements.

Mission

To build long lasting relationships with our clients by providing customised financial advice that meets their individual needs.

Core Values

Ensuring that we are at the forefront of what we do always putting our clients first with everything that we do and we are guided by the following core values:

Integrity

- To provide advice that safeguards our financial position both now and as we work with you in to the future.
- Maintain the highest level of integrity by putting our clients first and provide timely advice.
- Provide quality holistic financial advice

Initiative

- To strive for excellence in everything that we do.
- Always be client focused and have a proactive approach.
- Provide a wide range of solutions for clients.
- To constantly educate to ensure that there is a high level of expertise.

Involvement

- To ensure that we are always available for our clients.
- To help guide clients through life events by providing the right advice at the right time.
- To guide clients to reach a destination in an unfamiliar area.

Before get we started

As professional advisers, there is important information you need to know before we can provide you with the best advice we can offer.

LICENCE INFORMATION

Acquire Financial Services Limited (FSP770931) holds a licence issued by the Financial Markets Authority (FMA) to provide financial advice.

Contact Details

Acquire Financial Services Limited (FSP770931)

Email : Richard@acquirefinancial.co.nz

Phone 022 107 0106

5 Manuwai Road, Torbay, Auckland, 1061

NATURE AND SCOPE ENGAGEMENT

Acquire Financial Services Limited provides advice to our clients about their investments, mortgages, life insurance and health insurance. Our financial advisers provide financial advice in relation to KiwiSaver, managed funds, some direct equities and bonds, home mortgages, life insurance and health insurance. We only provide financial advice about products from certain providers:

MORTGAGES – Nine Banks		
ANZ	AIA	ASB
BNZ	CO-OPERATIVE	HEARTLAND
SBS	TSB	WESTPAC

MORTGAGES – Various Second Tier Lenders		
AVANTI FINANCE	ASAP FINANCE LIMITED	BASECORP FINANCE
BIZCAP	CRESSIDA CAPITAL	DBR
FIRST MORTGAGE TRUST	GENERAL FINANCE	LIBERTY FINANCIAL
PALLAS CAPITAL	PEPPER MONEY	SELECT ASSET
RESIMAC	SOUTHERN CROSS	UNITY

LIFE INSURANCE – Five Providers		
AIA	ASTERON	FIDELITY LIFE
PARTNERS LIFE	PINNACLE	

HEALTH INSURANCE – Four Providers	
ACCURO	AIA
PARTNERS LIFE	NIB

KIWISAVER & INVESTMENT PRODUCTS

Acquire Financial Services Limited provides advice on a wide range KiwiSaver products, a wide range of NZ-based managed investment products, NZX50 and ASX200 equities as well as NZ government and corporate bonds.

HOW WE OPERATE

To ensure that our financial advisers prioritise the client’s interests above their own, we follow an internationally recognised professional advice process to ensure our recommendations are made on the basis of the client’s goals and circumstances.



CONDUCT

Acquire Financial Services Limited, and anyone who gives financial advice on our 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 interests by taking all reasonable steps to make sure our advice isn’t 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>.

REMUNERATION – What do our services cost?

Acquire Financial Services Limited, does not normally charge fees, expenses or any other amount for the financial advice provided to its clients. The FAP receives commissions based on the business you place with the providers we work with.

For investment advice, **Acquire Financial Services Limited** will charge an ongoing fee for any investment portfolios through the ANZ Portfolio Service which is \$2,500 per annum or 0.25% whichever is lesser. This is taken from the cash management account within the portfolio on a monthly basis.

Acquire Financial Services Limited, may charge a fee where a client decides to carry out the recommendations themselves and only request investment advice. If such a fee is charged it will be calculated at \$500 (Including GST) and is payable on receipt of the Statement of Advice.

COMMISSIONS

Business:

Typically, we are remunerated by way of commissions received directly from product providers.

Product provider	Amount or rate (Initial): (Max. initial commission as a % of each investment made)	Amount or rate (Ongoing): Max. Ongoing p.a. trail commission or monitoring fee as a % of total value of investment	Arrangements to manage any conflict of interest
Investment products			
ANZ (NZ) Investments Limited KiwiSaver OneAnswer	0%	0.25%	Disclosure of commissions upfront Using third party research for product suitability.
ANZ (NZ) Investments Limited Managed Funds OneAnswer	0%	0.25%	Disclosure of commissions upfront Using third party research for product suitability.
ANZ (NZ) Portfolio Services	\$0	\$2,500 per annum or 0.25% whichever is lesser	Disclosure of commissions upfront Using third party research for product suitability.

Product provider	Amount or rate (Initial): (Max. initial commission as a % of each investment made)	Amount or rate (Ongoing): Max. Ongoing p.a. trail commission or monitoring fee as a % of total value of investment	Arrangements to manage any conflict of interest
Booster KiwiSaver	0%	0.25%	Disclosure of commissions upfront Using third party research for product suitability.
Booster Investment Series	0%	Up to 0.40%	Disclosure of commissions upfront Using third party research for product suitability.
Generate	Between \$40 and \$240 (This is paid by the provider and not the client then refunded to the client)	0.25%	Disclosure of commissions upfront Using third party research for product suitability.
Harbour Asset Management	0%	Up to 0.25%	Disclosure of commissions upfront Using third party research for product suitability.
PIE Funds	\$120 (This is paid by the provider and not the client then refunded to the client)	0%	Disclosure of commissions upfront Using third party research for product suitability.
Milford Asset Management KiwiSaver	0%	0.20% of the balance which is then rebated to you	Disclosure of commissions upfront Using third party research for product suitability.
Milford Asset Management Managed Investments	Up to \$250 Annual Advice Fee	0%	Disclosure of commissions upfront Using third party research for product suitability.

Product provider	Amount or rate (Initial): (Max. initial commission as a % of each investment made)	Amount or rate (Ongoing): Max. Ongoing p.a. trail commission or monitoring fee as a % of total value of investment	Arrangements to manage any conflict of interest
NZ Funds KiwiSaver	Between \$75 and \$300 (This is paid to me by the provider and not the client then refunded to the client)	0.20%	Disclosure of commissions upfront Using third party research for product suitability.
NZ Funds Managed Investments	0.70% (This is paid to me by the provider and not the client)	0.20%	Disclosure of commissions upfront Using third party research for product suitability.
NZ Funds Managed Superannuation Service	0.70% (This is paid to me by the provider and not the client)	0.20%	Disclosure of commissions upfront Using third party research for product suitability.
Pathfinder KiwiSaver	Nil	0.25%	Disclosure of commissions upfront Using third party research for product suitability.
Superlife KiwiSaver	\$120 (This is paid by the provider and not the client then refunded to the client)	0%	Disclosure of commissions upfront Using third party research for product suitability.
Superlife Invest	Up to \$500 planning fee	0.25%	Disclosure of commissions upfront Using third party research for product suitability.
Superlife Uk Pension Transfer Scheme	Up to \$500 advice fee	0.20%	Disclosure of commissions upfront Using third party research for product suitability.

Risk products	Max. initial commission as a % of annual premium	Max. Ongoing % of annual premium	Arrangements to manage any conflict of interest
AIA	Upto 130%	20%	Disclosure of commissions upfront. Producing comparative quotes.
Accuro	10%	5%	Disclosure of commissions upfront. Producing comparative quotes.
Asteron Life	Upto 130%	20%	Disclosure of commissions upfront. Producing comparative quotes.
Fidelity Life	130%	30%	Disclosure of commissions upfront. Producing comparative quotes.
NIB	140%	10%	Disclosure of commissions upfront. Producing comparative quotes.
Pinnacle Life	20%	20%	Disclosure of commissions upfront. Producing comparative quotes.
Partners Life	105%	20%	Disclosure of commissions upfront Using third party research for product suitability.

Mortgage products	Max. initial upfront commission	Max. Trail Commission	Re-fix	Arrangements to manage any conflict of interest
ANZ	0.85%	\$0	\$150	Disclosure of commissions upfront.
ASAP Finance Limited	0.85%	\$0	\$0	Disclosure of commissions upfront.
ASB	0.85%	\$0	\$150	Disclosure of commissions upfront.
Avanti Finance	0.80%	\$0	\$0	Disclosure of commissions upfront.

Basecorp Finance	0.85%	\$0	\$0	Disclosure of commissions upfront.
BIZCAP	0.85%	\$0	\$0	Disclosure of commissions upfront.
BNZ	0.55% (Excl Revolving Credit)	0.15%	\$0	Disclosure of commissions upfront.
CFML	0.85%	\$0	\$0	Disclosure of commissions upfront.
DBR	0.45%	\$0	\$0	Disclosure of commissions upfront.
The Co-operative Bank	0.70% / 3% (Non Mortgage)	\$0	\$150	Disclosure of commissions upfront.
Cressida Capital	0.45%	\$0	\$0	Disclosure of commissions upfront.
First Mortgage Trust	0.85%	\$0	\$0	Disclosure of commissions upfront.
General Finance	0.85%	\$0	\$0	Disclosure of commissions upfront.
Heartland Bank	\$200 + 1.50%	\$0	\$0	Disclosure of commissions upfront.
Liberty Financial	0.70%	0.30%	\$0	Disclosure of commissions upfront.
Pallas Capital	0.85%	\$0	\$0	Disclosure of commissions upfront.
Pepper Money	0.85%	\$0	\$0	Disclosure of commissions upfront.
Resimac	0.80%	0.20%	\$0	Disclosure of commissions upfront.
SBS Bank	0.70%	\$0	\$150	Disclosure of commissions upfront.
Sovereign	0.85%	0.20%	\$0	Disclosure of commissions upfront.
TSB	0.85%	\$0	\$0	Disclosure of commissions upfront.
Southern Cross	0.85%	\$0	\$0	Disclosure of commissions upfront.
Unity	0.85%	\$0	\$0	Disclosure of commissions upfront.
Westpac	0.60%	0.20%	\$0	Disclosure of commissions upfront.

Business and Personal Lending	Max. initial upfront commission	Max. Trail Commission	Arrangements to manage any conflict of interest
Prospera	3% (Not paid by the client)	0%	Disclosure of commissions upfront.
Select Asset	Up to 8.95% (Not paid by the client)	0%	Disclosure of commissions upfront.

As we get to know you and what is important, we will provide more specific information in relation to any remuneration we receive as a result of any advice we provide.

In line with the spirit of professional disclosure below are some guidelines.

Example (Insurance): should you place insurances from our recommendations with an annualised premium of \$1,000 p.a. we would be remunerated in the range of \$100 - \$2,300 in the first year and \$50 - \$100 in subsequent years for providing our professional services.

Example (Mortgages): should you settle a mortgage from our recommendations with lending of \$500,000 we would be remunerated in the range of \$3,000 - \$4,250. Where a trail commission is paid we would receive \$750 to \$1,000 in subsequent years for providing our professional services.

Example (KiwiSaver & Investments): should you Invest through a managed Investment or allow Acquire Financial Services to manage your KiwiSaver account we will receive an ongoing trail in most instances. Some providers pay an upfront commission but this is refunded to the client to avoid any conflict of interest. Based on a balance of \$40,000 this would range from \$80 - \$100 for providing our professional services.

Referral fees

I may refer you to Perpetual Guardian or Trust Us who can organise your Estate Planning services but I receive no fees for the referral.

Any other referrals that I make to other professionals, I receive no referral fee for this.

If I place business with Heartland Bank then I and Acquire Financial Services may receive a \$500 referral fee.

CONFLICTS OF INTEREST

We take any perceived or real conflicts of interest very seriously and have a dedicated policy for dealing with such issues whereby we avoid, disclose and/or manage any conflicts so that our client's interests are placed first and foremost.

For life insurance and health insurance, **Acquire Financial Services Limited** and the financial adviser receive commissions from the insurance companies on whose policies we give advice. If you decide to take out insurance, the insurer will pay a commission to **Acquire Financial Services Limited** and your financial adviser. The amount of the commission is based on the amount of the premium.

For mortgages, **Acquire Financial Services Limited** and the financial adviser receive commissions from the banks with whom we arrange mortgages. If you decide to take out the mortgage, the bank will pay a commission to **Acquire Financial Services Limited** and your financial adviser. The amount of the commission is based on the amount of the mortgage.

For KiwiSaver and Investments, **Acquire Financial Services Limited** and the financial adviser receive commissions from the providers.

All our financial advisers undergo annual training about how to manage conflicts of interest. We undertake a compliance audit, and a review of our compliance programme annually by a reputable compliance adviser. The amount of the trail commission is based on the amount of the funds.

To avoid any conflicts of interest all advisers associated with Acquire Financial Services Limited will not receive any gifts from providers that we use and will only attend any product training sessions or presentations from investment providers.

COMPLAINTS HANDLING AND DISPUTE RESOLUTION

If you are not satisfied with our financial advice service you can make a complaint by emailing **Acquire Financial Services Limited** or by calling **022 107 0106**.

You can also write to us at:

**Acquire Financial Services Limited,
5 Manuwai Road,
Torbay,
Auckland,
0630**

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 can't, 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 can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact *Financial Disputes Resolution Scheme (FDRS)*.

Financial Disputes Resolution Scheme (FDRS) provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction. You can contact *Financial Disputes Resolution Scheme (FDRS)* by emailing enquiries@fdrs.org.nz or by calling 0508 337 337. You can also write to them at Level 4, 142 Lambton Quay, Wellington CBD, 6011.

PRIVACY AND DATA COLLECTION

To give our clients the very best advice, we need to collect personal information about their financial circumstances. In the digital age that we live in, we take our responsibilities under the Privacy Act 2020 very seriously. Some key points:

- We only collect information relevant to the nature and scope of the advice we are providing. The accuracy of this information is critical to the advice that is provided and this is where we need your help.
- Once collected we will protect any client information
- You can request any personal information or ask for it to be amended at any time.
- We will only share information where it is necessary to do so in providing the agreed services provided. If this is not part of our normal business we would only consider this with your express consent to do so. However, there are some third parties you may not be aware of that we may need to share your information with such as:
 - Financial Markets Authority (FMA) – the Regulator of financial services in New Zealand
 - External compliance agencies we may engage for quality assurance purposes.
 - We have policies and procedures for dealing with any data breaches ASAP.
- Any information no longer needed will be destroyed securely.

You can find out more by visiting our Privacy Policy at our website: www.acquirefinancial.co.nz and www.firsthomebuyernz.com.

ASK US

We welcome any questions or queries you have in relation to this important information but more importantly, we look forward to working **with** you.