

Important information about us

Brenda Nom Ltd, trading as Brenda Nom Mortgages and Insurance, is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Our Financial Services Provider (FSP) number is 714631.

You can contact us at:

Address: 12 Don Street, Invercargill or PO Box 692, Invercargill 9810
Phones: 03 214 9292 (office) or 027 535 3635 (office cell phone)
Email: info@brendanom.co.nz or insurance@brendanom.co.nz
Website: www.brendanom.co.nz

Areas we can provide you with advice

We can provide personalised financial advice in relation to:

Personal life risk insurance needs arising from:

- Untimely death (Life insurance)
- Suffering specified serious illnesses or disabilities (Trauma insurance)
- Suffering a permanent disability (Permanent disability insurance)
- Loss of income through sickness or disability (Income protection insurance)
- Needing timely hospital or specialist treatment (Health insurance)

We do not give advice on life investment products including whole of life, endowment, unit linked insurance and insurance bonds.

Lending services including

- New home loans (owner occupied or investment)
- Refinancing, re-fixing or restructuring of home loans including top ups
- Personal loans
- Construction loans (building)

We can also provide **information and application assistance only** on KiwiSaver including:

- Using KiwiSaver for first home loans
- Starting or transferring a KiwiSaver account

We source products from the following companies:

For personal life risk insurances

- Asteron Life
- AIA
- Fidelity Life
- OnePath
- Accuro (Health insurance only)
- nib (Health insurance only)

For lending (Banks)

- ASB
- BNZ
- ANZ
- Sovereign Home Loans
- SBS Bank
- Co-operative Bank

For lending (Non-banks)

- ASAP Finance Ltd
- Avanti Finance
- Pepper Money
- RESIMAC
- Cresida Capital
- DBR Property Financiers
- Liberty Finance

For KiwiSaver

- NZ Funds Limited

Our advisers

Not all our advisers can advise on all these product areas and needs. Please refer to the link 'Meet Our Team' on our website to see who can advise on which area.

What else can we offer?

To sit alongside our lending advice and KiwiSaver information we can help you with other services through our referral partners

- TOWER (for House, Car Contents and Boat insurance)
- NZ Funds (for investment advice or to prepare a retirement plan)

Our duties and obligations to you

We have certain duties and obligations under the Financial Markets Conduct Act 2013 relating to the way we give advice.

We are required to:

- Ensure you understand the nature and scope of advice you ask me to provide.
- Provide a service that is relevant to that agreed scope of advice and suitable to your circumstances and needs.
- Listen to your needs, concerns, preferences and to treat you fairly and with respect.
- Act with integrity and give priority to your interests and not my own.
- Exercise care diligence and skill.
- Meet the necessary standards of competence, knowledge, and skill required.
- Ensure you understand my recommendations and any associated risks.
- Keep you informed along the way and communicate in a timely, clear, and effective manner.

This is only a summary of the duties that we have. More information is available by visiting the Financial Markets Authority website at: www.fma.govt.nz/compliance/role/financial-advice-provider/#dapDuties

How we get paid

Commission

Brenda Nom Ltd gets paid in the form of commission by the lender, insurance company or KiwiSaver fund that you place our recommended products with. The amount of the commission is based on the amount of the premium for insurance, any loan amount or KiwiSaver balance. These commissions vary depending on the product provider used and will be detailed at the time any advice is provided to you.

Other fees or charges may apply in certain circumstances and as follows:

Lending services - fees and charges

In addition to any commission we are paid, we **may** charge a set fee or an hourly rate depending on the nature and scope of the advice or service we provide, or any work done which exceeds the standard time required for a certain loan type. We may also charge a one-off fee in cases where we don't receive commission from the lender or finance company.

Should a loan that has been approved not be taken up or repaid within 30 months, a lender requires us to repay some or all our commission. In such cases we may charge a fee based on a percentage of that commission.

These fees and charges will be explained to you when an agreed scope of service is known.

Person Insurance services – fees and charges

If you purchase an insurance product through us and cancel it within 24 months and the product provider requires us to payback the commission we received, then we reserve the right to charge you a cancellation fee equivalent to a reasonable value of the work we have performed in providing that advice.

How we calculate any cancellation fee amount will be advised at the time our advice is provided to you.

KiwiSaver

We receive a small one-off payment when you start an account as well as a small annual commission based on the funds in your account. Again, we will advise these commissions at the time advice is provided to you.

TOWER Insurance

If we refer you to TOWER for insurance such as house, contents, car, boat they pay us an up-front commission and a trail commission. We will advise you of these if such a referral is made.

Conflicts of interest

To ensure that we prioritise your interests above our own, we follow an advice process that ensures our recommendations are based on your objectives, needs and circumstances. I further manage possible conflicts of interest by:

- Choosing product providers based on your needs and not on the commission we may receive.
- Avoiding any production requirements for one product provider
- Not accepting any gifts or incentives offered by product providers
- Having access to a range of product providers for personal life insurance and lenders*.
- Using third party product research as part of our analysis
- Having our processes audited by a reputable compliance adviser – Strategi Ltd

* Please note: We do not offer a range of providers for:

1. KiwiSaver as we provide information only and not personal advice.
2. General insurance for house, contents, and car as this is a referral service and not personal advice from us.

Complaints and disputes

If you are not satisfied with our service or financial advice, please tell us as soon as possible so that we can try and resolve this for you to the best of our ability. It is our intention to provide the best possible service we can for our clients and will do our best to try and resolve any complaint received as quickly and effectively as possible.

You can make a complaint by calling 03 214 9292 or emailing info@brendanom.co.nz. You can also write to us at P.O Box 692 Invercargill 9810.

We will follow our **internal** complaint process:

- We will consider your complaint and let you know how we intend to resolve it. Where possible, we try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint.
- We will contact you by phone, email, or letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints scheme, you can contact our **external** disputes resolution scheme, The Insurance and Financial Services Ombudsman. They provide a free and independent dispute resolution service that may help to investigate or resolve your complaint if we haven't been able to do so to your satisfaction.

Call: 0800 888 202
Email: info@ifso.nz
Write to: IFSO PO Box 10-845, Wellington 6143