



Disclosure for publicly available information

Important information about our business

DormFIN – Dormehl Financial Services Limited (DormFIN) holds a Financial Advice Provider licence issued by the FMA to provide financial advice services. DormFIN Financial Services Provider Number is 1004306. You can find us listed on the Financial Service Providers Register at [fspregister.companies.govt.nz](https://www.fspregister.companies.govt.nz).

Our office contact details:

Address: [11/79 Bankside Road, Silverdale, Auckland](#)
Phone: [021 225 5297](tel:0212255297)
Email: duane@dormfin.co.nz
Website: www.dormfin.co.nz

Nature and Scope of financial advice services

Our goal is to find the best possible solution for our clients while acting in the client's best interest. We strive to be transparent in all phases of the advice process and to act with due care and diligence when giving advice.

The conditions of our licence allow us to provide the following financial advice services:

Our Services

- Personal Insurance (Life, Income, Health & Disability)
- General Insurance (Home, Contents & Car)
- Mortgage finance for personal, investment or business purposes

We do not offer investment planning or retirement planning services. If you would like personalised advice about your KiwiSaver, DormFIN can refer you to an investment specialist that can help.

Products we can provide financial advice about

- Personal and Group insurance
 - Life cover
 - Disability
 - Income protection
 - Trauma
 - Total Permanent Disability
- Loans including residential mortgages, construction loans, reverse mortgages commercial property loans, personal loans and business finance.

Personal Life, Risk & Medical Insurance

DormFIN provides personalised advice that considers your individual circumstances to determine the personal risk products that best meet your personal goals and needs. We follow a documented advice process that uses your personal situation to work out what's important to you, what products you need and how much cover you should have in place. We then recommend the provider that offers the cover most suited to your stated preferences.

DormFIN will only consider the providers listed below when recommending a product to meet your personal risk insurance needs.

Product providers we might recommend

- AIA
- Partners Life
- NIB
- Fidelity Life
- Chubb Life
- PPS Mutual
- Unimed

How we are paid

In most cases, DormFIN does not charge upfront fees for providing personal insurance advice. Instead, we receive a commission from the product provider if you choose to take out a policy. However, a fee may apply in certain situations, particularly where additional complexity is involved, such as complex or specialist advice or if you choose not to proceed with the advice. We will always discuss and agree any such fee with you in advance. DormFIN doesn't receive volume-based or sales target-based payments from any available providers.

The following section outlines the types of fees that may apply:

Commission

- On new insurance policies, DormFIN receives between 0% and 250% of the first year's premium depending on the insurance provider you select.
- From the second year onwards, DormFIN may receive a renewal commission of between 0% and 30% of the premium if DormFIN remains the servicing adviser on the policy.

DormFIN completes internal and external reviews of our advice process to ensure that we follow a thorough review process that puts clients first.

Fire & General Insurance (Home, Contents & Vehicle)

We can advise on home, contents, and car insurance. We can also refer you for speciality assets (boats, motorbikes, speciality cars, caravans), liability insurance (public, employers, statutory) and other business benefits (professional indemnity, material damage, business interruption, cyber insurance).

DormFIN works with you to identify the risks you wish to cover and provides quotes based on your chosen levels of cover. We'll work together to determine whether you have any risks that need to be specified during the application process.

DormFIN will only consider the providers listed below when recommending a product to meet your general insurance needs:

Product Providers we may recommend

- Blanket Advice Limited
- StyleCover
- Tower

How we are paid

In most cases, DormFIN does not charge upfront fees for providing personal insurance advice. Instead, we receive a commission from the product provider if you choose to take out a policy. DormFIN doesn't receive volume-based or sales target-based payments from any available providers.

The following section outlines the types of fees that may apply:

Commission

- On new insurance policies DormFIN may receive between 6.5% and 15% upfront.
- From the second year, DormFIN may receive a renewal commission of between 6.5% and 10%.
- Referrals receive a 3.75 - 6.5% fee upfront and at renewal.

DormFIN completes internal and external reviews of our advice process to ensure that we follow a thorough review process that puts clients first.

Other costs

We don't charge our clients fees, expenses, or anything else directly for the financial advice we provide.

Loan Products / Mortgages

DormFIN provides personalised mortgage advice that considers your individual circumstances to determine the lending solutions best suited to your goals and needs. We follow a structured advice process that uses your financial position, objectives, and preferences to identify what's important to you, how much you can comfortably borrow, and how your loan should be structured. We then recommend the lender and loan solution that best aligns with your stated preferences.

DormFIN works with a panel of trusted New Zealand lenders and will only consider these providers when recommending a home loan or lending solution.

Where appropriate, we can also refer you to trusted partners for related services such as insurance, legal advice, and property-related support.

DormFIN works with you to understand your financial position, goals, and any constraints, and provides lending options based on your borrowing capacity and preferences. We'll also work with you to identify any risks (such as interest rate changes or cashflow pressures) that should be considered as part of your loan structure.

DormFIN will only consider the lenders on our approved panel when recommending a lending solution.

Product Providers we may recommend

- ANZ
- ASB
- BNZ
- Westpac
- Avanti Finance
- BaseCorp
- Cooperative Bank
- Cressida Capital
- DBT
- Finabase
- Heartland
- Liberty
- Pepper Money
- Plus Finance
- Prospa
- SBS
- Vincent Capital
- Welcome
- Xceda

How we are paid

In most cases, we do not charge our clients fees for the financial advice we provide. However, a fee may apply in certain situations, particularly where additional complexity is involved, such as complex or specialist lending, bridging finance, early loan repayment, or if you choose not to proceed with our advice. We will always discuss and agree any such fee with you in advance.

DormFIN does not receive volume-based or sales target-based payments from lenders.

Initial Commission

We may receive commissions at settlement from the relevant lender if you choose to take out a mortgage following my advice. The commissions are between 0.55% and 0.85% of the initial mortgage balance or amount funded. We may/will also receive 0.15% to 0.20% of the mortgage balance on each anniversary.

Clawback

We may charge you for the financial advice that we provide if you cancel or refinance your mortgage within the first 28 months after it settles. We will use the following formula to calculate the fee:

If the loan has not been settled:

- The fee for our financial advice is charged at \$300 (plus GST, if any) per hour (the average application process is about 10 hours) with a maximum fee of \$3,000 (plus GST, if any) OR
- The actual commission clawback amount from the lender. We will invoice you for this fee and it will be payable within 14 days of being invoiced. Details of how to make payment will be included on the invoice. Any collection costs, interest, or late payment fees and charges applicable, will be payable by you.
- If you decide not to act on my advice, then we will charge you an hourly fee of \$300 (plus GST, if any) for the services performed. This will be based on the time it has taken to prepare my advice.

Conflicts of interest or other incentives

We are here for our clients and to advise you as best we can. Your interests are our priority although we do have business relationships with product providers also.

How we manage any conflicts of interest:

To ensure our advisers prioritise our clients' interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
- All our advisers undergo annual training about how to manage conflicts of interest.
- We maintain registers of conflicts of interest and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.
- We undertake an annual independent Compliance Assurance Review.

Our duties and obligations to you

We are bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Conduct
- Give priority to the clients' interest, and
- Exercise care, diligence, and skill, and

- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.

What if something goes wrong?

We value the ability of our clients to provide feedback about the service they have received as well as the opportunity to put it right when they are unhappy with any aspect of our service. We have an internal complaint process that we will follow when we receive your formal complaint. If you have a problem, concern, or complaint about any part of our advice or service, please tell us so that we can try to fix the problem.

Our internal complaints process

Our internal complaints manager is Duane Dormehl who can be reached via email at duane@dormfin.co.nz. Duane will reply to you within 24 hours.

Our internal complaints handling process is as follows:

1. Requesting your complaint in writing.
2. Acknowledging receipt of your complaint within 24 hours of receiving it.
3. Investigating your concerns by speaking with you and all the involved parties and reviewing all the documentation we hold on file.
4. Providing a formal written response within 28 working days of acknowledging your concerns.

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:

FDRS is an independent dispute resolution service provider that helps resolve complaints about financial service providers and is free of charge.

Scheme: [Financial Dispute Resolution Service \(FDRS\)](#)
Address: [Freepost 231075, P O Box 2272, Wellington, 6140](#)
Phone number: [0508 337 337](tel:0508337337)
Email address: enquiries@fdrs.org.nz