

Disclosure Statement

LICENSING INFORMATION

Professional Investment Services (Manawatu) Limited, FSP39201, holds a licence issued by the Financial Markets Authority to provide financial advice.

CONTACT DETAILS

Professional Investment Services (Manawatu) Limited is the Financial Advice Provider.

You can contact us at:

Phone: 06 355 4422

Email: admin@pismanawatu.co.nz

Address: PO Box 1255, Palmerston North 4440 or 43 Wadding Street, Palmerston North 4410

NATURE AND SCOPE OF ADVICE

Professional Investment Services (Manawatu) Limited advisers provide advice about:

- Investments
- Personal insurance (risk), including health insurance
- KiwiSaver
- Retirement Planning

We provide advice in relation to the following products:

- Investment portfolios that include: Direct Shares, Managed Funds, Bonds, Term Deposits
- Life, Trauma, Total Disability, Health, Mortgage, & Income Protection Insurance
- KiwiSaver

We provide advice in relation to products provided by the following companies:

- Investments – OneAnswer Portfolio Service – Custodial Platform, ANZ Investments, Fisher Funds, AMP, AIA, Milford Asset Management, Pathfinder
- Insurance – AIA, Asteron, Resolution Life, Fidelity, Accuro, Chubb, nib, Southern Cross, Partners Life
- KiwiSaver – Fisher Funds, Generate, Booster, Pathfinder, ANZ Investments, InvestNow, Milford Asset Management

FEES AND EXPENSES

Planning Fee – Professional Investment Services (Manawatu) Limited will charge a fee of between \$250.00 - \$1,500.00 plus GST, depending on the nature and scope of your Statement of Advice/Financial Plan.

Planning Fees are payable by the 20th of the month following your adviser providing you your Statement of Advice. An invoice will be provided at this time with payment details.

Investment Portfolio Management – When utilising the OneAnswer Portfolio Service, there may be a one-off Implementation Fee charged to set up your account and place the investments. There is an ongoing Management Fee charged by your Adviser of between 0.5% - 1.1% plus GST per annum, charged monthly. We do not receive any commission or brokerages on investments in this platform. The Portfolio Service charges an administration fee of between 0.15% - 0.25% per annum, charged monthly.

If, for example, you have a portfolio of \$50,000 then the charges would be:

- Ongoing Management Fee – between \$287.50 - \$632.50 including GST, per annum. This is a tax deductible expense for the entity or person invested.

- Administration Fee - \$125.00 per annum (GST exempt).

Hourly Fee for Advice – Between \$150.00 - \$250.00 plus GST, per hour.

CONFLICTS OF INTEREST AND INCENTIVES

KiwiSaver Advice – When we give KiwiSaver advice we consider your risk profile, any ethical or socially responsible biases, fees, performance and diversification within your family unit (if applicable) to recommend the best fit KiwiSaver for you. Sometimes this is included in a Plan that we are already preparing for you and sometimes this is a standalone recommendation. When it is part of a Plan, we do not charge any extra for this recommendation to be included. When it is a standalone recommendation we do not charge for this advice. We may be remunerated by the provider that you join. (In some cases we may not be remunerated at all for this.) Any remuneration is based on your KiwiSaver balance and can be 0.15% - 0.25% of the amount invested. For example: If you have \$50,000 in your KiwiSaver the remuneration we receive would be between \$75.00 and \$125.00 per annum. This also means we will be there to assist you with your KiwiSaver and you can ring us any time with questions or when you would like advice.

Insurance Advice – When we give Insurance advice we consider all the companies in NZ and use research as to the quality of the policy offering and pricing across a number of companies to find you the most suitable insurance cover. We may charge between \$150.00 - \$250.00 plus GST for this advice. If you proceed with the advice we will be remunerated by the Insurance Company if the policy is issued. This commission consists of:

- An upfront commission of up to 220% of your first year's premium.
- An ongoing commission of up to 10% on subsequent years' premiums, as long as the cover remains in force.

We will disclose the actual amount received once we know the types and levels of cover we will recommend, and this may change if you choose to move forward with cover levels different to those recommended.

Professional Investment Services (Manawatu) Limited has an agreement for services for investment clients with OneAnswer Portfolio Service which is a custodial service owned by ANZ. We use Morningstar Research to assist us with portfolio creation and also utilise research from Jarden and Trustnet. We have no contracts or incentives to place client's fund with any investment offering. We do not receive commission on the placement of any investments on the custodial platform.

We also have Retail Investment options but again there is no incentive to select a particular provider, although we do receive an ongoing adviser commission based on the value of the investments. These clients are not charged any ongoing management fee for advice.

Our KiwiSaver investment options do have varying commission levels and we manage this resulting conflict by using Morningstar KiwiSaver research to assist us in recommending an appropriate provider. These clients are not charged any ongoing management fee for advice.

For all personal insurance, Professional Investment Services (Manawatu) Limited will receive commissions from the insurance companies whose policies we can recommend. If you decide to take out insurance that we recommend, the insurer will pay a commission to Professional Investment Services (Manawatu) Limited. The amount of the commission is based on the amount of premium associated with your cover; specific commissions will be advised to you when advice is provided.

From time to time, product providers may give us small gifts of nominal value.

To ensure that our financial advisers prioritise the client's interests above their own and to manage the potential conflicts of interest as disclosed above, all Professional Investment Services (Manawatu) Limited advisers follow an advice process that quotes most companies available in NZ and overlays research on the quality of the product offering, and ensures personalised recommendations are made on the basis of the client's goals and circumstances, as advised by the client. Professional Investment Services (Manawatu) Limited financial advisers complete regular training, including how to manage conflicts of interest.

DUTIES INFORMATION

Professional Investment Services (Manawatu) Limited, and anyone who gives financial advice on our behalf, has 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 (431K)
- exercise care, diligence, and skill in providing you with advice (431L)
- 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) (431M)
- 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). (431M)

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 www.fma.govt.nz

COMPLAINTS HANDLING AND DISPUTE RESOLUTION

We are always looking for ways to improve our service to you. If something has gone wrong, we want to know. Please send an email to admin@pismanawatu.co.nz and tell us what happened and how we can resolve matters. If you have any documents or correspondence that will help us understand your complaint, please attach them to the email.

When we receive your complaint, we will:

- Acknowledge your complaint within one to two days
- Gather and evaluate information about your complaint
- Respond to you within 5 working days

If we cannot agree on how to resolve your complaint, you can contact Financial Services Complaints Limited (FSCL). FSCL is an independent, not-for-profit, external dispute resolution scheme approved by the Minister of Consumer Affairs. FSCL's service does not cost you anything and they will help resolve the complaint.

You can contact FSCL:

- By calling 0800 347 257
- By emailing complaints@fscl.org.nz.
- Through FSCL's website: www.fscl.org.nz
- Writing to: FSCL
P O Box 5967
Wellington 6011