

Hello.

Talking to someone who gets it really makes a difference.

Kia ora! I joined the Counties Home Loans team as a Mortgage Adviser in January 2020 after 6 years as a lender at one of the big 4 banks. I'm really passionate about making home loans easy and ensuring your borrowing is tailored to your specific needs and goals. Home loans are not one-size-fits-all! Helping locals into their first home/next step/dream home is really rewarding work. I look forward to working with you. Ngaa mihi nui.

Lexi Jones, Mortgage Adviser - Counties Home Loans

027 654 4492 | lexi@countieshomeloans.co.nz

50 King Street, Pukekohe, Pukekohe 2120, New Zealand

FSPR Number: 731271

Our promise. Five things...



FIND THE RIGHT DEAL FOR YOU

- We'll compare 20+ banks and lenders
 - No fees* for you, I'm paid by the lender you choose
 - The power to negotiate discounts
-



SAVE YOU TIME

- We'll compare the market for you
 - Expert research to find you the right loan
 - Do all the legwork for your application
-



KEEP IT SIMPLE

- No jargon! Everything explained simply
 - I work for you, not the banks or shareholders
 - Make moving in and out a breeze
-



HELP YOU GET COVERED

- Connect you with home and contents insurance
 - Life insurance and income protection for unexpected situations
-



HELP YOU GROW

- Put a plan in place for the future
- Achieve your goals today
- Provide solutions for all your needs

You're in good hands.

**WE WORK IN YOUR
BEST INTERESTS**



We are your personal
bank manager

**WE'RE NOT A BANK,
NOR ARE WE OWNED BY ONE**



Proudly owner operated

**WE ARE A MEMBER OF THE
LARGEST FINANCIAL GROUP
IN NEW ZEALAND**



With over 1200 advisers
across the country

#ADVISERSWORKFORYOU

Access to over 20+ banks and lenders all in one place.



How we will work together.

1

FIRST CHAT

We get to know you, and ensure you know what we do and how we do it. We'll talk about what you are trying to do, your goals and ambitions, and whether we can help you.

2

UNDERSTAND YOUR SITUATION

We'll gather information from you including family details, income and assets and other financial information.

3

RESEARCH AND RECOMMEND

We'll research the market and ensure our recommendation is the most competitive solution for you, and best suits your needs.

4

LODGE YOUR APPLICATION

We'll work with you and the lender, and do the legwork to get you pre approved.

5

APPROVAL MOMENT & PROTECTION

Congratulations! This is what we live for. Now you know what you can afford and have the thumbs up from your lender for what you need, when you need it. We'll confirm the details with you. We will also see if we can help you get protection for your home and loved ones should anything go wrong.

6

SETTLEMENT PROCESS & BEING TOGETHER FOR THE LONG HAUL•

We'll also be there for you during the settlement process to keep an eye on it all and let you know everything has gone smoothly. This is just the beginning of our partnership. It's my ambition to help your financial future thrive. I'll be in regular contact with you to check in and review any changes to your situation.

Everything taken care of.

MAKE SURE YOUR LOVED ONES AND LIFESTYLE ARE PROTECTED



Insurance for your lifestyle:

- Life
- Health
- Mortgage protection
- Income protection
- Trauma cover
- Total and permanent disability

Insurance for your stuff:

- Car + asset insurance
- Home and contents
- Investment properties

GET THE RIGHT LOAN TO GIVE YOU THE MONEY YOU NEED



- Home loans
- Investment loans
- Refinance
- Commercial loans
- Car loans

- Personal loans
- Business loans
- Equipment loans
- Construction loans

PLAN FOR THE FUTURE YOU WANT



What else can we help you with?

- KiwiSaver
- Currency exchange
- UK pension transfers

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: Alexandra Jones

Address: 50 King Street, Pukekohe, Pukekohe 2120, New Zealand

Phone: 027 654 4492

Email: lexi@countieshomeloans.co.nz

FSPR Number: 731271

Name of Financial Advice Provider: Counties Home Loans Limited

Trading as: Counties Home Loans Limited

FSPR Number: 773353

Address: 50 King Street, Pukekohe, Auckland, 2120, New Zealand

Phone: 0276544492

Email: lexi@countieshomeloans.co.nz

Website: www.countieshomeloans.co.nz

My Financial Advice Provider is a member of NZ Financial Services Group Limited

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: NZ Financial Services Group Limited

FSPR Number: 286965

Nature and scope of my advice

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

- I can help you choose and apply for a loan that is suitable for your purpose from a panel of lenders shown below.
- Once we have chosen a lender and loan terms that are suitable for you, I will help you to obtain an approval.
- I may also be able to help you maintain your loan, for example assisting you with re-fixing your loan.

Banks and lenders I use

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

- | | | |
|--------------------|-----------------------------|-------------------------|
| • ANZ | • Westpac | • BNZ |
| • ASB | • ASAP Finance Limited | • Avanti Finance |
| • Cressida Capital | • DBR | • First Mortgage Trust |
| • Heartland Bank | • Liberty Financial Limited | • Unity |
| • RESIMAC | • SBS Bank | • Select Home Loan |
| • Southern Cross | • AIA | • The Co-operative Bank |
| • TSB | • Kiwibank | • Basecorp Finance |
| • CFML | • General Finance | • Pallas Capital |
| • BIZCAP | • PROSPA | |

Products I can advise on

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

- | | | |
|--------------|--------------------|----------------------|
| • Home Loans | • Investment Loans | • Construction Loans |
|--------------|--------------------|----------------------|

What else I can help you with

I can help you with other services through my referral partners to make it easier for you. However I am not able to give advice on the products they offer and I have not checked to see if they can meet your specific needs. You are free to use other providers of your choice or undertake your own research.

- | | | |
|---------------|-----------------|------------------------|
| • Tower - F&G | • Asset Finance | • UK Pension Transfers |
| • XE Money | | |

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 you won't be charged any fees for the financial advice I provide to you. This is possible because, on settlement of a loan, the lender usually pays commission to me [which is explained in the commission section of this Disclosure Guide]. Any exceptions to this general position are explained below. If these exceptions will apply to you, I will let you know.

One-off fees

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

[a] There's no commission: 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.

[b] Commission has to be repaid: If you make certain changes to your loan, the lender can require me to repay to them the commission I received for your loan - this is called a 'clawback' and can be up to 100% of the commission. If this occurs, I may charge you a one-off fee. Set out below are the circumstances in which this would apply and the fee that would be charged to you.

Changes that trigger a clawback	Relevant time period	Amount & calculation of one-off fee
Your loan is fully or partially repaid or the terms materially changed.	The changes occur in the 28 month period following drawdown of your loan.	Generally no more than \$3,000 [plus GST, if any]. Calculated based on a rate of \$250 [plus GST, if any] per hour of my time spent providing advice to you in connection with the applicable loan. The fee would not exceed the amount of commission that needs to be repaid to the lender.

You will be invoiced for any one-off fee and will be given 30 days to make payment.

Adviser fee

Some lenders charge a fee which is capitalised [or added] to the amount of your loan. This fee is normally calculated as a percentage of your loan at drawdown but can be a flat fee. Please see tables 1 & 2 at the back of the guide for further information.

Commissions & incentives

Commissions & incentives that apply to me:

On settlement of a loan, the lender usually provides me with a commission payment.

The commission is generally an upfront commission payment but an ongoing commission payment may also be paid by the lender. The upfront commission is calculated as a percentage of the loan at drawdown. An ongoing 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 lender if I assist in refixing your loan.

The maximum percentage that each lender uses to calculate upfront and ongoing commissions, and the maximum fixed rate roll over fees (refix fees), are set out in the table 3 at the back of this guide. 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.

Commission payments or referral fees can be paid in different ways:

- Paid in full to a financial adviser.
- Shared between two or more financial advisers.
- Paid to an employer who then pays a financial adviser a salary.
- Paid in full to a financial adviser's company, from which the financial adviser takes drawings or profit share.
- Shared with a licence holder to cover the costs of the services they provide.

I can provide you with more information to explain which option applies to me.

Occasionally I may receive incentives or rewards from lenders or referral partners. For example, lenders may provide us with gifts, tickets to events or other incentives.

I manage the conflicts of interest arising from these commission payments, referral fees or incentives by:

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

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 on Amazon Web Services.

Complaints Process

If you have a complaint about my financial advice or the service I gave you, you need to tell me about it. You can contact my internal complaints service by phoning, or emailing me [Subject line: Complaint - Your Name]. Please set out the nature of your complaint, and the resolution you are seeking. I aim to acknowledge receipt of this within 24 hours. I will then record your complaint in our Complaints Register and will work with you to resolve your complaint. I may want to meet with you to better understand your issues. I aim to provide an answer to you within 7 working days of receiving your complaint. If we cannot agree on a resolution you can refer your complaint to our external dispute resolution service. This service is independent and will cost you nothing and will assist us to resolve things with you. The name of this service and their contact details are:

Financial Dispute Resolution Service

enquiries@fdrs.org.nz

0508 337 337

<https://fdrs.org.nz/>

Freepost 231075 PO Box 2272 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:

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

Table 1 - Adviser fee (no commission)

The maximum percentage rates, or maximum fee charged for each lender is set out below. This fee is then paid to me by the lender, instead of a commission payment.

Lender	Fee
ASAP Finance Limited	1.00%
Cressida Capital	1.00%
DBR	1.00%
First Mortgage Trust	1.00%
Heartland Bank	\$500.00
Southern Cross	1.00%
Basecorp Finance	1.00%
CFML	1.00%

Table 2 - Adviser fee (plus commission)

The maximum percentage rates, or maximum fee charged for each lender is set out below. This fee may be paid to me by the lender, in addition to a commission payment.

Lender	Fee
Avanti Finance	1.00%
Liberty Financial Limited	1.00%
RESIMAC	1.00%

Table 3 - Adviser commission

The maximum percentage and dollar rates for each lender is set out below. This commission payment is then paid to me by the lender.

Lender	Upfront % (maximum)	Ongoing % (maximum)	Refix [\$] (maximum)
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
Avanti Finance	0.80%	0.00%	\$0.00
Liberty Financial Limited	0.80%	0.15%	\$0.00
Unity	0.50%	0.00%	\$0.00
RESIMAC	0.80%	0.15%	\$0.00
SBS Bank	0.85%	0.00%	\$150.00
Select Home Loan	0.60%	0.15%	\$0.00
AIA	0.60%	0.20%	\$0.00
The Co-operative Bank	0.85%	0.00%	\$150.00
TSB	0.85%	0.00%	\$0.00
Kiwibank	0.55%	0.15%	\$0.00
PROSPA	3.00%	0.00%	\$0.00

Availability of Information

This information can be provided in hardcopy upon your request.