

LICENSING INFORMATION

Reed Financial Services Limited, FSP716831, holds a licence issued by the Financial Markets Authority to provide financial advice.

CONTACT DETAILS

Reed Financial Services Limited is the Financial Advice Provider.

You can contact us at:

Phone:	0800 001 999
Mobile Phone	027 642 9582
Email:	ben.reed@reedfinancial.co.nz
Physical Address	47A Pillans Road, Otumoetai Tauranga, 3110
Postal Address	PO Box 14462 Tauranga Central Tauranga 3141

NATURE AND SCOPE OF ADVICE

Reed Financial Services Limited advisers provide advice about:

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

We provide advice in relation to the following products:

- Managed Investment Portfolios
- Managed Funds and Superannuation
- KiwiSaver
- Insurance Products – Life, Disability, Health, Income

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

Investment Providers

- FNZ Investment Platform
- One Answer Investment Platform
- Fisher Funds
- ANZ Investments
- Platinum Asset Management
- Antipodes Investment Partners
- Milford Asset Management
- Castle Point
- Harbour Asset Management
- AMP Capital

- Magellan Asset Management
- ANZ
- Westpac
- Rabo Bank
- BNZ

KiwiSaver Providers

- Fisher Funds
- ANZ Investments
- Milford Asset Management

Insurance Providers

- Fidelity Life
- Asteron
- NIB

FEES AND EXPENSES

For our financial planning service we charge an initial minimum fee of \$1,500 inc and an ongoing fee of \$460 inc per annum. These fees can be higher depending on the complexity of the client's financial situation. We will provide each new client an estimate of the cost when the client's financial situation is known to us.

Generally we expect payment within 7 days of a client receiving our invoice.

For all new client investment portfolio placements we charge an implementation fee of 0.50% inc on the lump sum placed with a minimum placement fee of \$1,500 inc.

For all our client portfolios we charge an ongoing advice fee of up to 0.60% + gst per annum. This fee is deducted from our client's portfolio balances.

We receive trail servicing fees from KiwiSaver providers of up to 0.25% per annum of a client's KiwiSaver balance. This fee is paid directly to us from the KiwiSaver provider.

For any insurance cover we put in place for a client, we receive directly from the insurance company an upfront commission (in the first year) and renewal commission (in subsequent years) based on the annual premium of the policy. We provide each client as estimate of any commission paid to us by an insurance provider.

CONFLICTS OF INTEREST

Reed Financial Services Limited has an agreement with IGNITE (a service company that does not provide financial advice).

IGNITE has a preferred investment provider agreement with Fisher Funds Management Limited (**Fisher Funds**) relating to investments placed with Fisher Funds by IGNITE member clients.

Ignite has a dealership agreement with nib NZ Limited (**nib**) relating to insurance cover provided by nib for IGNITE member clients.

- Under the agreements with Fisher Funds and nib, IGNITE receives a fee equal to a small percentage of the investments placed with Fisher Funds and premiums paid to nib. No portion of any such fee is paid to Reed Financial Services Limited or its advisers, and we aren't

under any obligation to place any particular level of business with either Fisher Funds or nib. Reed Financial Services Limited indirectly benefits from those fees from Fisher Funds and nib to IGNITE. IGNITE provides Reed Financial Services Ltd with funded member services paid for by the fees paid to IGNITE from Fisher Funds and nib.

- **We manage the resulting conflict of interest** by ensuring our advisers only recommend Fisher Funds investment products or nib insurance products where the adviser is satisfied that those products provide the best outcome for our clients, when compared with any other product we are able to recommend, having regard to the nature and scope of the service agreed with the client.

For life insurance and health insurance, Reed Financial Services Limited and the financial adviser 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 Reed Financial Services Limited and/or the adviser who provides your advice. 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 also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives.

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 Reed Financial Limited advisers follow an advice process that ensures personalised recommendations are made on the basis of the client's goals and circumstances, as advised by the client. Reed Financial Services Limited financial advisers complete regular training, including how to manage conflicts of interest. Each adviser has a regular compliance review of their advice process and our compliance programme is reviewed annually by our external compliance adviser.

DISPUTES AND COMPLAINTS

If you are not satisfied with our financial advice service, you can make a complaint by emailing ben.reed@reedfinancial.co.nz or by calling 0800 001 999. You can also write to us at PO Box 14462, Tauranga Central, Tauranga, 3141. When we receive a complaint, we will consider it using 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 Insurance & Financial Services Ombudsman.

Insurance and Financial Services Ombudsman Scheme (IFSO) 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 IFSO by phone: 0800 888 202, email: info@ifso.nz Address: PO Box 10-845, Wellington, 6143

DUTIES INFORMATION

Reed Financial Services 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 (431I)
- 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 <https://www.fma.govt.nz>.