Disclosure Statement

Loan Market - Ross & Co Home Loans Limited
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Here is some general information about our business to help you decide if you want to seek the advice of one of our Financial Advisers.

Licensing information

We operate as a Financial Advice Provider under a licence issued by the Financial Markets Authority in the name of The Loan Market Group Limited (FSP101485).

There are no conditions attached to this licence on the financial advice that may be given.

Our Financial Advice and Product Providers

We provide, through our Financial Advisers, financial advice to our clients about
Home Loans
Investment Loans
Construction Loans
Asset Finance

Our Financial Advisers only provide financial advice about products from certain product providers. These product providers are set out in the personalised Disclosure Guide for each of our Financial Advisers. Our Financial Advisers will provide their Disclosure Guide to you when you engage them or you can request a copy from us at any time to see the list of product providers.

Specific information on the types of products that each of our Financial Advisers can provide financial advice on is also set out in their Disclosure Guide.

Commission

If you proceed with a product on the basis of financial advice received from one of our Financial Advisers, we usually receive commission from the applicable product provider. The commission is generally of an upfront nature but may also include a renewal or trail commission.

This commission is used to remunerate the Financial Adviser that provides the financial advice to you, and to pay the expenses associated with running our business including any rent, staff costs and IT resources. From this commission we also pay The Loan Market Group Limited for services they provide to us in connection with our authorisation under their licence from the Financial Markets Authority.

We take steps to ensure that the receipt of commissions does not influence the financial advice we give to you and that our Financial Advisers prioritise your interests by recommending the best product for your purpose regardless of the type and amount of commission we or they may receive. We do this by:

- Ensuring our Financial Advisers follow an advice process that ensures they understand your needs and goals and that their recommendations meet those needs and goals.
- Ensuring our Financial Advisers receive regular training on how to manage conflicts of interest.
- Providing you with a schedule showing commission rates and types by product provider. This schedule is contained within your Financial Adviser's personalised Disclosure Guide. Your Financial Adviser will provide you with more information about commissions during the advice process.

Fees and Expenses

Generally, we don't charge you any fees for the advice and transactional solutions that we provide to you. This is possible because we usually receive commission from the applicable product provider as described above. There are two exceptions to this general position which are explained below.

We may charge you a one-off fee in the following situations:

(a) No commission: If you request that we provide services in relation to a product or service and we do not receive a commission. Any such fee would be agreed and authorised by you in writing before we 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 we provide services in relation to either a product that is offered by a provider that we do not hold an accreditation with, or a product that is outside our usual arrangements with our product providers.

(b) Repayment of commission: If a product or service provider requires that we repay commission within 27 months of you taking out the product. Any such fee would be no more than $2,500 (plus GST) and would be calculated based on a rate of $250 (plus GST) per hour of the Financial Adviser's time spent providing services to you in connection with the applicable product. The fee charged will not exceed the amount of commission clawed back from the product provider.

Should we need to charge you a fee, you will be invoiced and will be given 30 days to make payment.

Conflicts of Interest

If there are any conflicts of interest, apart from commission, that could potentially influence the financial advice that we give, these will be shown in your Financial Adviser's Disclosure Guide.

Complaints and Dispute Resolution

If you have a complaint about our service you need to tell us about it. You can contact our internal complaints service by phoning or emailing us (our contact details are shown above, and on this webpage) with the heading Complaint - (Your Name).

Please set out the nature of your complaint, and the resolution you are seeking. We aim to acknowledge receipt of this within 24 hours. We will then record your complaint in our Complaints Register and investigate your complaint. We may want to meet with you to better understand your issues.

We will then investigate your complaint and provide a response to you within 7 working days of receiving your complaint. If we need more time to investigate your complaint, we'll let you know.

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.

Details of this service are:
Financial Services Complaints Limited
0800 347 257
complaints@fscl.org.nz

Our Duties

Anyone within our business giving financial advice is bound by and supports the duties set out in the Financial Markets Conduct Act 2013. These duties are:

- Meet the standards of competence, knowledge, and skill and the standards of ethical behaviour, conduct, and client care set out in the Code of Professional Conduct for Financial Advice Providers.
- Give priority to your interests.
- Exercise care, diligence, and skill.