



FINANCIAL ADVICE PROVIDER

Our business details

Arbitrage Wealth Management Limited (Arbitrage) holds a licence issued by the Financial Markets Authority (FMA) to provide financial advice services. Arbitrage's Financial Services Provider Number is: 718551.

Our office contact details

Phone: +64 (4) 9799879

Email: info@awmltd.co.nz

Website: www.awmltd.co.nz

Physical Address: Level 3, 4 Bond Street, Wellington, New Zealand

Postal Address: PO Box 25163, Wellington 6140, New Zealand

NATURE AND SCOPE OF FINANCIAL ADVICE SERVICES

Our services and products we advise on:

- Financial Planning (Cash/Debt Management, Personal Insurance, Investments/Retirement planning, Estate and Tax Planning).
- Investments, Kiwisaver & Retirement planning (specific asset allocations and investing through Kiwisaver, Managed Funds (PIES, Unit Trust's, Superannuation & Group Investment Funds) and Term Deposit's.
- Investment Portfolio Service (Oneanswer): Access to a range of NZ and overseas equities/bonds, Term Deposits, Cash Funds, Managed funds and ETF's.
- Transfer of overseas Pensions or retirement schemes to New Zealand - Qualifying Recognised Overseas Pension Schemes (QROPS).
- Life Assurance (Personal and Business Insurance) – Life, Disability/Income Protection, Mortgage/redundancy Insurance, Trauma, Total Personal Disability, Medical (Hospital/Surgical/Specialists, Dental, GP & Optical) Insurance, Business over-heads cover, Shareholder buy-out, Key Person cover and Insurance shareholder agreements. Note: this includes investment linked Life Assurance policies such as: Whole of Life and Endowment analysis/review.
- Mortgage lending
- Financial Consulting – one off piece of work: e.g., Property Analysis/Calculations, Portfolio Review, or specific financial work.
- Fire and General/Domestic Insurance: House (Private/Rental or holiday), Contents, Car, Motorcycle, Trailer, Boat & Travel Insurance.

Product providers we may recommend:

- Investment Portfolio Service (Oneanswer Portfolio Service – ANZ Investments). Through this vehicle the investment universe is open to most markets and product providers, therefore the list of providers are potentially unlimited depending on the platform's capability. Although Arbitrage is not DIMS licensed, we can implement most investments on your instructions.



- Investment Providers with direct agencies held: ANZ Investments, Booster, Generate, Lifetime Income, Milford AM and Nikko AM.
- Life Assurance Companies: Accuro, AIA, AMP, Asteron, Cigna, Fidelity Life, nib, Partners Life, Pinnacle Life and Sovereign.
- Fire and General Insurer: Aon-Stylecover
- Mortgages: Sovereign Home Loans (AIA New Zealand)

FEES AND EXPENSES

The actual fee charged to you will depend on the nature and scope of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed and explain how they are payable.

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

- Financial Plan Fees:
 - Comprehensive Financial Plan - Minimum Fee of \$2,875 incl GST. This includes: Cash and Debt Management, Risk Management, Investment, Savings, Retirement, Estate, Tax and Asset Ownership. Additional review/analysis would be based on an hourly rate of \$287.50 incl GST, over and above the minimum plan fee. For example: reviewing or analysing existing investments, insurance, rental property, or something else material to your financial make up.
 - Partial Plan - Minimum fee \$2,012.50 incl GST. A partial plan relates to any one of the elements detailed in the full plan and any additional research/analysis would be payable at the hourly rate described above.
 - Planning fees are payable within 7 days of your adviser providing you your statement of advice. An invoice will be provided at this time with payment details.
- Investment Management fees:
 - Implementation fee (one off fee to set up portfolio), Regular Savings fee and / or Rebalancing fee - These range from 1% to 5% (plus GST) based on funds under management and monthly savings.
 - Monitoring Fee – ongoing Fees range from .50% to 5% (plus GST, where applicable) based on Funds under Management. The fee will be charged either via the Fund Manager; or through the OneAnswer Portfolio Service platform and will be covered through the application form of the provider or Client Agreement in the OneAnswer Portfolio Service.
 - Fee rebates for Oneanswer Portfolio Service clients - where present, investment commissions or trails paid by the investment product provider for the funds invested by the client will be credited to the client's Cash Transaction Account. Unless otherwise stated, it is our policy to rebate all commissions and trails for wrap platform clients.
 - Kiwisaver fees: Product providers typically pay trail commission ranging between .20% to .75% based on the rolling monthly balance. The commission is paid to Arbitrage monthly for the purpose of initial set up and ongoing service requirements.
- Time and Materials:
 - Where there is a requirement for project, consulting, or one-off pieces of work, this will be charged out at a rate of \$287.50 (incl GST) per hour and may vary depending on complexity.



Service fee

Arbitrage may charge a fee for financial advice provided to a client if the client cancels a life assurance or mortgage product within two years of inception. Specific fee information will be advised when the advice is provided. This fee will be payable by the client and an invoice will be provided at this time with payment details, with payment due within 7 days.

CONFLICTS OF INTEREST

For life Assurance products and Fire & General insurance, Arbitrage receives commissions from the insurance companies whose policies we can recommend. 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.

For mortgages and lending, Arbitrage receives commissions from the lender we can provide recommendations for. If you proceed to implement lending with the lender as recommended to you, the lender will pay a commission to Arbitrage. The amount of the commission is based on the amount of the lending advanced; specific remuneration will be advised to you when advice is provided.

To ensure that our financial advisers prioritise the client's interests above their own we follow an advice process that ensures our personalised recommendations are made on the basis of the client's goals and circumstances, as advised to us. Arbitrage 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.

DISPUTES AND COMPLAINTS

If you are not satisfied with our financial advice service you can make a complaint by emailing info@awmltd.co.nz, or by calling 04 9799879. You can also write to us at: Arbitrage Wealth Management Ltd, PO Box 25163, Wellington, Attn: Complaints. 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 acknowledge your complaint within 48 hours and aim to resolve as soon as possible. If we cannot, 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 cannot resolve your complaint, or you are not satisfied with the way we propose to do so, you can contact Insurance & Financial Services Ombudsman (IFSO). IFSO provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we have not been able to resolve your complaint to your satisfaction. You can contact IFSO by Freephone 0800 888 202 or Email info@ifso.nz.



DUTIES INFORMATION

Arbitrage 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 is not 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).

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.