

Brendon May Financial Services Limited  
T/A  
The Mortgage and Insurance Shop

# Terms of Engagement And Personal Disclosure Document



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## TERMS OF ENGAGEMENT

### Who we are

Adviser 

Brendon May
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Company 

Brendon May Financial Services Limited t/a The Mortgage and Insurance Shop
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Contact Details 

Level 1, 14-18 Pretoria Street, Lower Hutt 5010 P O Box 33058, Petone, Lower Hutt 5046 Ph: (04) 939-8230 Fax: (04) 939-8231 Mob: (021) 875-700
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### What we do

I am a practicing Professional Advisers Association (PAA) specialist mortgage and insurance broker, whose core day to day business activity is the arranging of home loan and insurance facilities for clients. A specialist mortgage and insurance broker is required by the PAA to provide clients with a choice of home loan facilities from a number of lenders.

I also offer personal insurance like health, life, trauma, income and mortgage protection. I can give advice on choosing an insurance policy, and offer transactional services to implement your policy.

### How we work

We make the mortgage and insurance process easier to understand and are there to guide you through the whole process.

- We will agree on areas of advice requirements – Establish other terms of our engagement.
- Get to know you and gather all necessary facts of your situation – Identify your specific needs and objectives.
- We then analyse and research your circumstances – Develop strategies to meet your needs and objectives.
- Prepare a Statement of Advice.
- Present our recommendations – Implement any agreed recommendations.
- Monitor the implementation and review these strategies and actions on a regular basis.
- We also provide claims, re fixing of mortgage services and future advice.



## Experience and Qualifications

I have the following:

- NZ Diploma in Business Studies (with Distinction) 1997
- 10 years banking experience with business finance and lending
- Accredited broker with the PAA since October 2007

## Memberships

- I hold a current accreditation as a full member of the Professional Advisers Association (PAA) and my business complies with the Association's Membership Rules and Code of Ethics and Standards. A copy of the rules are available from [www.paa.co.nz](http://www.paa.co.nz) as well as our website [www.mortgageandinsuranceshop.co.nz](http://www.mortgageandinsuranceshop.co.nz)

The PAA is a self-regulatory body dedicated to ensuring high ethical standards and professionalism within its members for the protection of lenders and clients.

- Financial Services Complaints Limited (FSCL)
- Allied Kiwi Limited (NZFSG)- Mortgage Aggregation Group

## Product Providers

I have access to the following providers and suppliers:

ANZ Bank, ASB Bank, Westpac, Sovereign Home Loans, Liberty Financial, PSIS, Basecorp Finance, Better Mortgage Management (Aust) Ltd, Sentinel Equity Release Loans, Southern Cross Finance Limited, Welcome Home Loans, General Finance, Southland Building Society (SBS), Lloyds TSB Ltd (Offshore), NZ Finance, AMP Home Loans (Kiwibank), Avanti Finance, DBR Finance, ASAP Finance, Public Trust, Resimac, One Path, Partners Life, Sovereign Insurance, Fidelity Life, Asteron and others from time to time.

## How we get paid

In the normal course of business, I receive commission from the lenders that I place clients business with. The nature of this commission can be a single upfront commission (as a percentage of loan facility), an ongoing (trail) commission (as a percentage of loan facility) or a mix of both. I may charge a one off fee for work completed for clients which does not attract a broker payment from the lender, similarly if the loan is not going beyond the banks claw back period on commission paid.

This charge, if applied, will be agreed in advance with you before any work is started. I may also receive a commission for the placement of insurance products for my client (s) (Fire and General Insurance and Personal Risk), either directly (if an agency is held by me) or indirectly if a referral is

made to a specialist insurance advisor. Similarly, I may make payments to those who refer clients to me. Such payments are made solely at my discretion and are in no way detrimental to my clients.

From time to time, I may receive certain monetary and non-monetary benefits from lenders. Under the PAA's Membership Rules (Code of Ethics & Standards), such regular benefits must not influence the placement of client's applications.

## Your Obligations

Any advice or product implementation provided as a result of this needs analysis can only be as good as the information received from you so I ask that you provide me with the information I request. Without relevant and correct information about your personal and financial situation I run the risk of giving advice that is not appropriate for your needs. If you are unsure as to why I need certain information please ask so that I can explain.

## Privacy Act

1. It is understood that any information gathered for this needs analysis is personal and I undertake to keep this information confidential and secure.
2. The Privacy Act 1993 gives you the right to request access to and correction of, your personal information.
3. Information provided by you and or any authorised agent will be used by me and any members of my staff for the purpose of providing advice to you and may also be used by any:
  - a) product or service provider when implementing any of my/our recommendations or variations thereof;
  - b) compliance advisers, assessors or by any claims investigators who may need access to such information; and
  - c) other professionals such as solicitors, accountants, finance brokers, financial planners when such services are required to complement this advice and as requested by you.
4. The information will be held by me / us at: 

<b>Level 1, 14-18 Pretoria Street, Lower Hutt</b>
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## Scope of Service and Engagement

The following are the areas or advice or product that you are requesting from me, subject to any specific objectives or limitations of our engagement.

Unless noted below, our discussions and my advice will be in relation to assisting you manage you and/or your family's financial security in the event of:

- |  |  |
|--|--|
| <input type="checkbox"/> House or Business funding                         | (Mortgage)                             |
| <input type="checkbox"/> suffering a serious illness or disability         | (Trauma Insurance)                     |
| <input type="checkbox"/> suffering a permanent disability                  | (Total Permanent Disability Insurance) |
| <input type="checkbox"/> loss of income through sickness or disability     | (Income Protection Insurance)          |
| <input type="checkbox"/> requiring timely hospital or specialist treatment | (Health Insurance)                     |
| <input type="checkbox"/> Untimely Death                                    | (Life Insurance)                       |
| <input type="checkbox"/> Other (please specify below)                      |  |

Specific limitations of this analysis and/or advice documentation

Other specific objectives, tasks or terms of this engagement

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## Acknowledgements

I may be required to evidence that I have explained specific requirements or obligations and provided certain information to you. Can you please acknowledge by signing below that these requirements have taken place?

### Disclosure Statement

I / We acknowledge that I / we have received a Disclosure Statement from the adviser named in this document. This document was current and dated:

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

### Provision of Information

I / We acknowledge the advantages of undertaking a full suitability (needs) analysis and the need to provide relevant personal and financial information and by not doing so I / we risk receiving advice or product recommendations that may not be appropriate to my / our needs.

### Scope of Service

I / We understand the services being provided are restricted to the scope of service or subject to specific limitations indicated on the previous page.

### Privacy Act

I / We acknowledge I / We have read and understood the information relating to the Privacy Act 1993 and how this information may be used.

### Adviser Remuneration

I / We acknowledge I / We have had the basis of adviser remuneration explained and I / we agree to the option indicated on the previous page.

Client name: \_\_\_\_\_

Client Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_\_





## DISCLOSURE STATEMENT

### **Brendon May Mortgage and Insurance Advisor at**

### **Brendon May Financial Services Limited and t/a The Mortgage and Insurance Shop**

Email: [brendon@mortgageandinsuranceshop.co.nz](mailto:brendon@mortgageandinsuranceshop.co.nz), Phone: (04) 939-8230, Fax: (04) 939-8231,  
Mobile: (021) 875-700

Address: Level 1, 14-18 Pretoria Street, Lower Hutt 5010, Postal: P O Box 33058, Petone, Lower Hutt 5046

Web: [www.mortgageandinsuranceshop.co.nz](http://www.mortgageandinsuranceshop.co.nz)

### **It is important that you read this document**

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

### **What sort of adviser am I?**

I am a registered, but not authorised, financial adviser. I can give you advice about category 2 financial products such as life insurance, health insurance, risk insurance, consumer credit contracts, home loans, commercial loans, business loans, mortgages, and other insurance products.

### **What should you do if something goes wrong?**

If you have a problem, concern, or complaint about any part of my service, please tell me so I can try to fix the problem. You may contact our internal disputes service by telephoning (04) 939-8230, by email [brendon@mortgageandinsuranceshop.co.nz](mailto:brendon@mortgageandinsuranceshop.co.nz), or in writing to P O Box 33058, Petone, Lower Hutt 5046.

If we cannot agree on how to resolve the issue, you can contact Financial Services Complaints Limited. This service will cost you nothing, and will help us resolve any disagreements. You can contact Financial Services Complaints Limited. by emailing [info@fscl.org.nz](mailto:info@fscl.org.nz), calling Financial Services Complaints Limited on (0800) 347-257 or (04) 472 3725 or in writing to P O Box 5967 Lambton Quay, Wellington, 6145.

### **How am I regulated by the Government?**

You can check that I am a registered financial adviser at <http://www.fspr.govt.nz>. The Financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under "What should you do if something goes wrong?").

### **Declaration**

I, Brendon May, declare that, to the best of my knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements in the Financial Advisers Act 2008 and the Financial Advisers (Disclosure) Regulations 2010.



Signed: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

This Disclosure Statement, version 1, was prepared on 1 April 2014