

Important information about us



9 Yards Financial Group Limited, trading as 9 Yards Financial Services, is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice. Our Financial Services Provider (FSP) number is FSP606369

You can contact us at:

Address: 4/31 Carlyle Street, Sydenham, Christchurch
Phones: 0800 992 737
Email: info@9yards.co.nz
Website: www.9yardsfs.co.nz

Areas we can provide you with financial advice

Personal life, sickness and disability insurance needs and products

Business life risk insurance needs and products

Health insurance needs and products

Business life and disability insurance needs and products

Residential lending (mortgages) needs and products

KiwiSaver needs and products

Single Asset investments needs and products

Multi Asset investments needs and products

We do not give advice on life investment products including whole of life, endowment, unit linked insurance and insurance bonds.

We source products from the following companies:

Life/Medical Risk Insurance

- Asteron Life
- AIA
- Fidelity Life
- Cigna
- Partners Life
- Accuro
- NIB

Lending

- ANZ
- ASB
- Avanti Finance
- Bluestone
- BNZ
- Co-Operative Bank
- Core Finance
- Cressida Capital
- DBR
- First Mortgage Trust
- Gold Band Finance
- Heartland Bank
- Liberty Financial
- MARAC
- Mutual Credit Finance
- Oxford Finance
- RESIMAC
- SBS Bank
- Sovereign Home Loans
- Southern Cross Finance
- Westpac

Investment & KiwiSaver

- ANZ
- Generate
- Booster
- NZ Funds
- Simplicity

Our advisers

Not all our advisers can advise on all these product areas and needs. Please refer to the link 'About' to see who can advise on which area.

Our duties and obligations to you

We have duties and obligations under the Financial Markets Conduct Act 2013 relating to the way we give advice. We are required to:

- Ensure you understand the nature and scope of advice you ask me to provide.
- Provide a service that is relevant to that agreed scope of advice and suitable to your circumstances and needs.
- Listen to your needs, concerns, preferences and to treat you fairly and with respect.
- Act with integrity and give priority to your interests and not my own.
- Exercise care diligence and skill.
- Meet the necessary standards of competence, knowledge, and skill required.
- Ensure you understand my recommendations and any associated risks.
- Keep you informed along the way and communicate in a timely, clear, and effective manner.

This is only a summary of the duties that we have. More information is available by visiting the Financial Markets Authority website at:

www.fma.govt.nz/compliance/role/financial-advice-provider/#dapDuties

How we get paid

Commission

9 Yards Financial Group Limited may get paid in the form of commission by the lender, insurance company or KiwiSaver fund that you place our recommended products with. The amount of the commission is based on the amount of the premium for insurance, any loan amount or KiwiSaver balance. These commissions vary depending on the product provider used and will be detailed at the time any advice is provided to you.

Other fees or charges may apply in certain circumstances and as follows:

Lending services - fees and charges

In addition or in lieu of any commission we are paid, we **may** charge a set fee or an hourly rate depending on the nature and scope of the advice or service we provide or any work done which exceeds the standard time required for a certain loan type. We may also charge a one-off fee in cases where we don't receive commission from the lender or finance company.

Should a loan that has been approved not be taken up or repaid within 30 months, a lender requires us to repay some or all our commission. In such cases we may charge a fee based on a percentage of that commission.

These fees and expenses will be disclosed to you when an agreed scope of service is known.

Life risk insurance services – fees and charges

If you purchase an insurance product through us and cancel it within 24 months and the product provider requires us to payback the commission we received, then we reserve the right to charge you a cancellation fee equivalent to a reasonable value of the work we have performed in providing that advice.

How we calculate any cancellation fee amount will be advised at the time our advice is provided to you.

KiwiSaver

We receive a small one-off payment when you start your plan as well as a small annual commission based on the funds in your account. Again, we will advise these commissions at the time advice is provided to you.

Conflicts of interest

To ensure that we prioritise your interests above our own, we follow an advice process that ensures our recommendations are based on your objectives, needs and circumstances. We further manage possible conflicts of interest by:

- Choosing product providers based on your needs and not on the commission we may receive.
- Avoiding any production requirements for one product provider.
- Having access to a range of product providers
- Using third party product research as part of our analysis
- Having our processes audited annually by a reputable compliance adviser.

Complaints and disputes

If you are not satisfied with our service or financial advice, please tell us as soon as possible so that we can try and resolve this for you to the best of our ability. It is our intention to provide the best possible service we can for our clients and will do our best to try and resolve any complaint received as quickly and effectively as possible. You can make a complaint by calling 0800 992 737 or emailing info@9yardsfs.co.nz.

We will follow our **internal complaint process**:

- We will consider your complaint and let you know how we intend to resolve it. Where possible, we try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint
- We will contact you by phone, email, or letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints scheme, you can contact our external disputes resolution scheme, Financial Disputes Resolution Service. They provide a free and independent dispute resolution service that may help to investigate or resolve your complaint if we haven't been able to do so to your satisfaction.

Call: 0508 337 337
Email: enquiries@fdrs.org.nz
Write to: PO Box 2272, Wellington 6140