

Kapiti Financial Advice Limited

IMPORTANT INFORMATION ABOUT US

LICENCING INFORMATION

Link Financial Group 2022 Limited (FSP1004590) holds a licence issued by the Financial Markets Authority to provide financial advice.

Kapiti Financial Advice Limited (FSP 769833), trading as Kapiti Advice, is authorised by that licence to provide financial advice.

YOUR ADVISER DETAILS

I am a financial adviser providing advice on behalf of Kapiti Financial Advice Limited (trading as Kapiti Advice). I provide financial advice on KiwiSaver and Investment products.

Name: John Bolsover
FSP: 681031
Phone: 021 280 2035
Email: john@kapitiadvice.co.nz
Address: 53 Rosetta Road
Raumati South, Paraparaumu

CONTACT DETAILS

Link Financial Group 2022 Limited is the Financial Advice Provider holding a licence issued by the Financial Markets Authority. You can contact us at:

Phone: 0800 466 784
Email: admin@lfg.co.nz
Address: 1-1 Antares Place
Rosedale, Auckland

NATURE & SCOPE OF ADVICE

Kapiti Advice advisers can provide you with the following advice:

- KiwiSaver
- Savings, investments and retirement planning

We provide advice in relations to the following savings and investment products:

- Savings Accounts / Term Deposits
- KiwiSaver
- Managed Funds
- Managed Investment Schemes
- Property

PROVIDERS

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

Booster Financial Services Limited
Consilium
Evidential KiwiSaver Scheme
Generate Investment Management Limited
Milford Asset Management Limited
JMI Wealth KiwiSaver
NZ Funds Management Limited
Select Wealth Management Limited

OUR DUTIES TO YOU

Kapiti Advice, and anyone who gives financial advice on our behalf, have 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
- Exercise care, diligence, and skill in providing you with advice
- 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)
- 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).

FEES AND EXPENSES

KiwiSaver Advice

- We do not charge a fee for managing KiwiSaver Schemes through Booster or NZ Funds Management. If you invest your funds through these providers, we receive an annual commission based on your funds under management.
- We may charge a fee for managing KiwiSaver portfolios through Generate, Milford, and JMI Wealth. While we receive reimbursement for managing Schemes through these providers we have the option, with your agreement, to charge an additional fee for advice and servicing. The provider may deduct the service fee from your funds under management and then pay this to Kapiti Advice.
- We charge a fee for managing KiwiSaver portfolios through Evidential KiwiSaver Scheme.
- Ongoing KiwiSaver advice and servicing is provided as part of these fees.

Investment Advice

We may, with your agreement, charge you an annual percentage (%) service fee based on the value of your investment in the following circumstances:

- Managing personal investment portfolios and providing ongoing advice and support. This is generally by way of an annual percentage (%) service fee based on the value of your investment. Our maximum fee is 0.50% per annum of the value of the assets under management. The provider may deduct the service fee from your funds under management and then pay this to Link Advisory Services.
- We will provide more specific details about how the fee is calculated and whether it applies to you once we know more about your needs at the time the advice is given.

There may be fees payable to Consilium or Select Wealth Management for administration, management, or custodial services, as well as individual fund managers that have been selected for client portfolios:

- Fees are often tiered and based on the assets selected.

We may also charge you a fee for preparing an investment plan, retirement plan, investment advice, or any financial advice provided on a consultancy basis:

- Whether a fee will be charged, and the amount of the fee will be advised when the advice is provided, based on an hourly rate of \$120.00 (including GST) for advising-on and implementing the particular solution.
- Fees are based on the time and labour required to execute a task, the skills, knowledge and experience of the advisor, and technology requirements.
- Planning fees are specific to client requirements but typically range from \$240 –\$1,200 (including GST).

We will advise you of all fees before we commence the service and provide you with an estimate of the amount.

CONFLICTS OF INTEREST

Kapiti Advice receives commissions from providers of some KiwiSaver and Investment products that we recommend.

The amount is generally based on a percentage of funds that are investment with the KiwiSaver or Investment Provider and will vary depending on the provider. Your adviser will disclose specific commission details to you at the time advice is provided.

From time to time, product providers may gift us items of value including tickets to sports events, hampers, and event sponsorships.

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. Kapiti Advice financial advisers complete regular training, including how to manage conflicts of interest. Each adviser has a regular compliance review of their advice process.

DISPUTES AND COMPLAINTS

If you are not satisfied with our financial advice service you can make a complaint to us, or to our licence holder by emailing complaints@lfg.co.nz, or by calling 0800 466 784. You can also write to us at: 1/1 Antares Place, Rosedale, Auckland. 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 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 Financial Disputes Resolution Scheme (FDRS). FDRS 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 FDRS by phone on 0508 337 337, or by emailing enquiries@fdrs.org.nz.