Disclosure

Nature and scope of advice

Homely and our financial advisers provide advice to our clients about their mortgages, including first home buyers, owner-occupiers and investors, refinancing, loan structures and repayment strategies. We provide financial advice about products from multiple lenders, including:

- ANZ
- ASB
- BNZ
- Westpac
- Kiwibank
- SBS Bank
- TSB Bank
- The Co-operative Bank
- Heartland Bank
- Resimac
- Pepper Money

Conflicts of interest and incentives

For mortgages, Homely and the financial adviser receive commissions from the lender with whom we arrange mortgages. If you decide to take out the mortgage, the lender will pay us a commission, and we pay a commission to your financial adviser. The amount of the commission is based on the amount of the mortgage. Sometimes the lenders provider other benefits or incentives, such as training, hospitality, or promotional support.

To ensure that our financial advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are made based on each client's goals and circumstances. All our financial advisers undergo periodic training about how to manage conflicts of interest. We maintain registers of interests, and the gifts and incentives we receive. We undertake a compliance audit, and a review of our compliance programme is undertaken periodically.

Fees or expenses

Homely does not generally charge customers fees or expenses for financial advice services or arranging a mortgage.

Where a client repays, restructures or otherwise terminates a mortgage within two years and four months of inception, the bank requires us to repay some or all the commission it paid us to arrange their mortgage. In these cases, Homely may charge a fee of up to $2,500 including GST for the financial advice provided to a client. Whether a fee will be charged and how it will be charged will be advised when the advice is provided to the client. This fee will be payable by the client by the 20th of the month after the mortgage is repaid, restructured or otherwise terminated.

Licensing information

Homely New Zealand Limited (FSP1011635, NZBN 9429052242090, trading as Homely) holds a licence issued by the Financial Markets Authority to provide financial advice.

Duties information

Homely, 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 isn't 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).

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 https://www.fma.govt.nz.

Contact details

Homely New Zealand Limited (FSP1011635, NZBN 9429052242090, trading as Homely) is the Financial Advice Provider.

You can contact us at:

Phone: 021 081 11170
Email: contact@homely.co.nz
Website: www.homely.co.nz

Address: Level 17, Commercial Bay, 11-19 Customs Street West, Auckland Central, Auckland 1010

Complaints handling and dispute resolution

If you are not satisfied with our financial advice service, you can make a complaint by emailing us at contact@homely.co.nz, or by calling: 021 081 11170. You can also write to us at: Level 17, Commercial Bay, 11-19 Customs Street West, Auckland Central, Auckland 1010.

When we receive a complaint, we will consider it following our internal complaints process:

- We will acknowledge your complaint within two working days.
- 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 can't, 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 can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact Financial Dispute Resolution Service.

Financial Dispute Resolution Service provides a free, independent dispute resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction.

You can contact Financial Dispute Resolution Service by emailing enquiries@fdrs.org.nz, or by calling: 0508 337 337 (+64 4 381 5047). You can also write to them at: Freepost 231075, PO Box 2272, Wellington 6140.