

Important information about Max Money Group Limited (FSP564207)

Max Money Group Limited T/a Max Loans, Max Mortgages, Max Insurances, Max Businesses

Licence status and conditions

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Max Money Group Limited FSP564207 (Max Money Group), holds a licence issued by the Financial Markets Authority to provide financial advice service.

Under that licence it provides financial advice service in relation to *Personal Lending Products* (also known as consumer credit contracts) under the brand Max Loans.

Also, under that licence it provides financial advice service in relation to insurances such as *Loan Protection Insurance Products* (e.g., lifestyle protection insurance, payment protection insurance, credit contract indemnity, payment waiver, and guaranteed asset protection), and *Mechanical Breakdown Insurance Products* under the brands Max Loans and Max Insurances.

Max Money Group is also authorised under the licence of :

1. Astute Financial Management Limited FSP641829 (Astute) to provide financial advice service in relation to residential lending products (also known as consumer credit contracts); and
2. Insure 247 Limited FSP626729 (Insure 247) to provide financial advice service in relation to general insurance products for both residential clients (e.g, home and contents insurance, car and vehicle insurance and travel insurance) and business clients (e.g., liability insurance, cyber risk insurance, life & key person insurance, professional risk insurance and property insurance).

Max Money Group trades under the brand :

1. Max Mortgages when providing financial advice service relating to residential lending products; and
2. Max Insurances when providing financial advice service relating to general insurance products.

Our contact details are

Address: Unit D1, 27-29 William Pickering Drive, Rosedale, Auckland, 0632, New Zealand

Email: info@maxmoneygroup.co.nz

Telephone: 09 913 3011, or 0508 629 5626 (toll free)

Fax: 09 913 3012



We encourage you to read the important information given below. It may help you decide whether your financial needs may be met by engaging with us.

Nature and scope of financial advice service

We engage financial advisers to provide financial advice on the following financial products:

Personal Lending Products

We, through our advisers, provide financial advice service about *Personal Lending Products* only from the following providers (also known as lenders):

Aotea Finance (Takanini) Limited	Avanti Finance Limited	Community Financial Services Limited
Credit Union Baywide trading as NZCU Baywide, NZCU South	Geneva Finance Limited	Instant Finance Limited
Oxford Finance Limited	Latitude Financial Services Limited	Personal Loan Corporation Limited
Pioneer Finance Limited	Nectar Trustee Limited	

Loan Protection Insurance Products and Mechanical Breakdown Insurance Products

We, through our advisers, provide financial advice service about *Loan Protection Insurance Products* (e.g., lifestyle protection insurance, payment protection insurance, credit contract indemnity, payment waiver, and guaranteed asset protection) and *Mechanical Breakdown insurance products* only from the following providers (also known as insurers):

Janssen Insurance Limited	Provident Insurance Corporation Limited	DPL Insurance Limited (Autosure)
Personal Loan Corporation Limited (Waiver Insurance)	Protecta Insurance New Zealand Limited	Quest Insurance Group Limited

Residential Lending Products

We, through our advisers, provide financial advice service about *Residential Lending Products* only from the following providers (also known as lenders):



ANZ Bank New Zealand Limited	Cressida Capital One Limited	Plus Finance Limited
AIA Services New Zealand Limited	DBR Limited	Property Funding Securities Ltd
ASAP Finance Limited	FICO Finance Ltd	Resimac Financial Securities Limited
ASB Bank Limited	First Mortgage Managers Limited	Southern Cross Finance Limited
Avanti Finance Limited	Funding Partners Limited	Southland Building Society
Bank of China (New Zealand) Ltd	General Finance Limited	Strata Funding Limited
Bank of New Zealand	Gold Band Finance Limited	The Co-operative Bank Limited
Basecorp Finance Limited	Industrial and Commercial Bank of China (New Zealand) Limited	TSB Bank Limited
Bluestone Mortgages NZ Limited	Liberty Financial Limited	Westpac New Zealand Limited
China Construction Bank	Pepper New Zealand Limited	

*We also have a referral relationship with Heartland Bank.

General Insurance Products

These are policies that insure your personal and business assets.

We, through our advisers, provide financial advice service about *General Insurance Products* only from the following general insurance providers (also known as insurers):

Vero Insurance New Zealand Limited	Ando Insurance Group Limited	Chubb Insurance New Zealand Limited
Classic Cover Insurance Limited	Dual New Zealand Limited	IAG New Zealand Limited
NM Insurance Pty Limited	Elantis Premium Funding Limited*	

*Premium Funding Product Provider specifically for General Insurance Products to provide our customers with the ability to pay their general insurance policy premiums over regular instalments.

We do not provide financial advice service related to:

- a. Investment products (e.g., shares, bonds, managed funds, etc.) and KiwiSaver products; and
- b. Estate planning (such as Wills, Enduring Powers of Attorney, and trusts of any description).

You will need to consult appropriate specialists if you would like advice on “a” and “b” above.



Fees, expenses, or other amounts payable

We may charge an adviser fee for our services.

For residential lending products (ie; home loans), we may charge a fee for the financial advice service provided to a client where a client *repays a residential home loan within a defined time (being 27 months) from the date it is drawn down*, but this will be discussed and agreed with you beforehand.

Whether a fee will be charged, the manner in which it will be charged, and the date by which the fee will be payable will be advised when the financial advice service is provided to the client.

Conflicts of interest and commissions or other incentives

Personal Lending Products

We may receive initial commission from the lenders who provide personal loan products. If you decide to take out a personal loan, the lender may pay commission based on the amount of loan settled with that lender.

Loan Protection Insurance Products and Mechanical Breakdown Insurance Products

We receive initial commission from the lenders or insurance companies who provide loan protection insurance products and mechanical breakdown insurance products. If you decide to take out one of these insurance policies, then the lender or insurance company may pay commission based on the premium that you pay.

Residential Lending Products

We, and Astute may receive commission from the lenders who provide residential lending products. If you decide to take out a residential loan, then the lender may pay commission based on the amount of loan settled with that lender.

General Insurance Products

We, and Insure 247 will receive commission from the insurance companies who provide general insurance products. If you decide to take out a general insurance policy, then the insurance company will pay commission based on the premium that you pay.

All our advisers are salaried advisers. In addition to their base salary, an employee may be entitled to commission, in accordance with the *Performance Based Development & Incentive Plan*. This plan is based



on the adviser's level of performance across a balanced scorecard of individual, customer, team, and business metrics and compliance with applicable legislation, regulation, and the Code of Professional Conduct for Financial Advice Services.

From time to time, various product providers (described previously) may also reward us and/or Astute and/or Insure 247 for the overall business provided to them. They may give tickets to sports events, hampers, or other incentives. To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our recommendations are made based on the client's personal goals and circumstances. All our financial advisers undergo annual professional development refresher training about how to manage conflicts of interest. We maintain registers of conflicts of interests, and the gifts and incentives received.

Complaints handling and dispute resolution

We take all complaints seriously and work to resolve them as quickly as possible.

If you are unhappy with our financial advice service, and wish to make a complaint, please contact your financial adviser so he or she can try to put things right.

If you do not feel comfortable discussing your concerns with your adviser, you can:

- Call us on 09 913 3011, or 0508 629 5626 (toll free) between the hours of 8:30 am - 5 pm weekdays
- Email us at info@maxmoneygroup.co.nz
- Write to us at *Unit D1, 27-29 William Pickering Drive, Rosedale, Auckland, 0632, New Zealand* addressing your letter to the attention of the *Managing Director*.

How your Complaint will be handled

We will deal with your complaint using our internal complaints handling process. Accordingly,

- We will investigate your complaint by analysing the information you provided us; and
- We may contact you to get additional information about your complaint.

We aim to resolve your complaint within 40 days of its receipt and advise you, in writing, our proposed resolution to your complaint.

If we cannot resolve your complaint within 40 days of receipt (or any additional time you have given us thereafter, at our request) you can contact the Financial Services Complaints Ltd (FSCL).



FSCL provides an independent external dispute resolution service to consumers with complaints about their financial service providers. This service will cost you nothing and will help us to investigate or resolve your complaint if it is not resolved to your satisfaction using our internal complaints process.

You can contact the FSCL Scheme at:

Email: complaints@fscl.org.nz
Website: www.fscl.org.nz
Telephone: 0800 347 257 or +64 4 4723725
Address: Level 4, 101 Lambton Quay, Wellington 6011
P O Box 5967, Wellington 6140

Max Money Group is a member of the Financial Services Complaints Ltd (FSCL) and our FSCL Number is 7253.

Duties

We, Astute, Insure 247, and our financial advisers are bound by the following duties under the Financial Markets Conduct Act 2013 to:

- meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code of Conduct), which form part of the wider regulatory regime for financial advice and ensure we have the expertise necessary to provide you with advice; and
- give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by our own interests or the interests of any other person connected with the giving of advice; and
- exercise care, diligence, and skill that a prudent person engaged in the occupation of giving related financial advice would in the same circumstances; and
- meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct, to treat you as we should and to provide you with suitable advice

