



Important Information About Us

Dated 15th March 2021

ABOUT US

At Stewart Financial Group Limited, our key objective is to help our clients create and protect their wealth. Our advice is tailored to individual circumstances allowing us to provide a financial solution that is directly aligned to our clients personal, business and lifestyle goals.

We use an evidenced based approach to investing, which is based on research by leading academics in the field of finance. We also manage model portfolios for our clients under our Discretionary Investment Management Service License.

This document outlines important information you should know, about how we provide our professional services to you.

THE ADVICE WE PROVIDE

We offer advice to our clients in the following areas:

- ◆ Financial planning
- ◆ Wealth and investment management
- ◆ Retirement planning
- ◆ Insurance
- ◆ KiwiSaver

THE PRODUCT PROVIDERS WE USE

We use the following custodial and product providers to provide our financial advice:

Wealth and investment management:

- ◆ FNZ Custodians Limited

Superannuation providers:

- ◆ i-Select Superannuation Scheme

Investments:

Your portfolio will be constructed using the following fund managers and share brokers:

- | | |
|---|--------------------------------|
| ◆ Harbour Asset Management Ltd | ◆ Vanguard |
| ◆ Dimensional Fund Advisors (Australia) Ltd | ◆ State Street Global Advisers |
| ◆ BlackRock iShares | <u>Share Brokers:</u> |
| ◆ Wisdom Tree Investments | ◆ Jarden Partners Limited |
| ◆ NZX Smartshares | ◆ Westpac Institutional Bank |

Insurance providers:

- ♦ AIA New Zealand
- ♦ Asteron Life Ltd
- ♦ Cigna Life Insurance (NZ) Ltd
- ♦ Fidelity Life Assurance Co. Ltd
- ♦ Partners Life
- ♦ AMP Services (NZ) Ltd (existing clients only)

Health Insurance:

- ♦ Southern Cross Medical Care Society
- ♦ NIB NZ Ltd

KiwiSaver providers:

- ♦ Booster Financial Services Group Ltd
- ♦ ANZ KiwiSaver Scheme

WHAT WE DON'T PROVIDE

Stewart Financial Group Limited do not provide advice in-relation to fire and general insurance and mortgages. However, we instead have a panel of expert providers whom we can refer our clients.

OUR DUTIES

Stewart Financial Group Ltd, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way we give advice. We are required to:

- ♦ Give priority to our client's interest by taking all reasonable steps to make sure our advice is not materially influenced by our own interests.
- ♦ Exercise care, due 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 (which are designed to ensure we have the expertise needed to provide you with advice).
- ♦ Meet standards of ethical behavior, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to ensure we treat you as we should and give you suitable advice).
- ♦ To only use your personal information for the reason it was collected and to keep it safe and protect it from unauthorised access, use, modification, or disclosure.

HOW WE ARE LICENCED

Finzo NZ Limited (FSP522646) holds a Financial Advice Provider (FAP) licence, that is issued by the Financial Markets Authority (FMA) to provide financial advice. Stewart Financial Group Ltd (FSP27403) is authorised under Finzo NZ Limited's licence to provide financial advice.

WHAT WE CHARGE

At Stewart Financial Group Limited, we charge fees for the professional services we provide. Our fees vary depending on the type of financial advice you require and the complexity involved. All fees are disclosed and signed off on prior to any work commencing. Our fees generally include:

First appointment:	We do not charge for your initial appointment. This appointment allows us to get to know you, understand your financial situation, and to determine if any of our services can benefit your situation.
Wealth and investment management:	Initial advice fee, an implementation fee and an ongoing adviser servicing fee. An additional hourly rate may apply for complex financial analysis.
Retirement planning (UK Pension transfers):	Initial advice fee, an entry fee and an ongoing adviser servicing fee.
Insurance:	We are remunerated by the insurance provider. If complex analysis of existing insurance policies is required, a fee may apply.
KiwiSaver:	An ongoing adviser servicing fee will apply.

HOW WE MANAGE CONFLICTS OF INTEREST & INCENTIVES

At Stewart Financial Group Limited, our financial advisers always prioritise the client's best interest above their own. We have identified the following conflicts of interest and explained how they are managed to ensure we meet our duties and obligations:

- ◆ Our directors are also shareholders and work as financial advisers. They receive a salary and management fees that are paid monthly. They may also receive a profit share and/or dividend payments, which are calculated as a direct percentage of the shares owned.
- ◆ Our directors are also the directors and shareholders of the following related entities: Finzo NZ Limited (our FAP license holder), Stewart Group Wealth Management, Stewart Group Asset Management, Stewart Nominees Limited, Stewart Group Trustee Companies Limited, and Stewart Group Wellington Limited.
- ◆ Stewart Group Asset Management (SGAM) is the asset class consultants for our three Booster asset class funds, we use for our KiwiSaver clients. These funds are also used by external financial advisers New Zealand-wide. SGAM receives a fee for asset consultancy services.
- ◆ To ensure our financial advisers prioritise clients best interest above their own, we follow an advice process that ensures our recommendations are made on the basis of the clients goals and circumstances.
- ◆ All our financial advisers receive annual training about how to manage conflicts of interest.
- ◆ Our insurance recommendations are based on research analysis from our insurance software, this ensures our financial advisers are not influenced by the commission received from insurance providers for the placement of new business. The amount of commission varies depending on the insurance providers commission rates and the amount of the premium.

OUR COMPLAINTS PROCESS

At Stewart Financial Group Limited we pride ourselves on meeting client expectations and delivering a high service offering. However, if you have a problem or complaint about any part of the service you have received, we take this seriously and this is the process that we follow:

1. In the first instance, please contact your financial adviser to discuss your complaint in further detail. If your complaint is unable to be resolved in **2 business working days**, we will provide you with a copy of this complaints process.
2. A complaint can be made directly to our general manager by phone, email or by post:

Phone: 0800 878 961 or (06) 878 8961
Email: compliance@stewartgroup.co.nz
Address: PO Box 1446, Hastings 4156

Once we receive your complaint, we will undertake to investigate your concerns promptly and fairly, using our internal complaints process as follows:

3. Your complaint will be recorded in our client relationship management system, where we have an automated step-by-step workflow of our internal complaints process.
4. We will confirm the receipt of your complaint formally in writing within **5 business working days**.
5. We will investigate your complaint and formulate a response. Depending on the nature of the complaint, **this may take up to 40 business working days**.
6. We will respond to your complaint formally in writing.
7. We will confirm that you have received our response in **5 business working days** and if a resolution has been made.
8. If we cannot agree on how to resolve the issue, you can then contact our Financial Dispute Resolution Service. This is a free, independent disputes resolution service that may help investigate or resolve your complaint, if we haven't been able to resolve your complaint to your satisfaction.

The Financial Dispute Resolution Service

Telephone: 0508 337 337
Email: enquiries@fdrs.org.nz
Address: Level 4, 142 Lambton Quay, Wellington Central, Wellington, 6011

OUR CONTACT DETAILS

Stewart Financial Group Limited

Address: 204 Karamu Road North, Hastings
Phone: 0800 878 961 or (06) 878 8961
Email: enquiries@stewartgroup.co.nz
Website: www.stewartgroup.co.nz

Finzo NZ Limited (FAP Licence holder)

Address: 202 Karamu Road North, Hastings
Phone: 0800 005 874
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