

## PUBLIC DISCLOSURE STATEMENT

The Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendment Regulations 2020 (the "Regulations") requires us to make certain disclosures publicly available. The purpose of this disclosure is to help retail clients find the type of adviser services they are seeking.

Financial Strategies (ChCh) Ltd (the "Company") holds a license issued by the Financial Markets Authority (FMA) as a Financial Advice Provider (FAP).

### LICENSE STATUS AND CONDITIONS

- Financial Strategies (ChCh) Ltd was issued a Financial Advice Provider (FAP) License on 27 June 2022 (FSP30544).
- There are no terms or conditions of the Company's license that limits or restricts the Company or its Financial Advisers (FAs) from giving advice on behalf of the Company.

### NATURE AND SCOPE OF ADVICE

- The Company provides financial planning and investment advice, typically for clients investing for, or during, retirement.
- The Company's Financial Advisers (FA) are qualified and experienced to advise clients on a wide range of investments including listed NZ and global shares and direct bonds, managed funds, exchange traded funds, UK Listed trusts, Foreign Investment Funds (FIFs), term deposits and cash.
- The Company has no affiliation with any product provider and, as such, is free to advise our clients without product bias.
- The Company also provides specialised financial advice on UK Pension Transfers.
- The Company's FA's expertise lies in investment advice and retirement planning. While an FA may provide general financial planning advice about taxation, insurance and / or estate planning, this is supplementary. If an issue is identified in any of these areas, clients should refer to external specialists.

### COSTS, EXPENSES OR OTHER AMOUNTS PAYABLE

- The Company's cost structure is straightforward and transparent and is;
  - (1) **Statement of Advice Cost:** Every client begins with a personalised, written Statement of Advice, a one-off initial charge for preparing, discussing and implementing financial advice. This charge is disclosed before the advice is prepared and is payable following its completion and presentation.
  - (2) **Ongoing Advice and Monitoring Costs:** After establishing an investment portfolio with our preferred custodian provider, charges for ongoing monitoring and investment advice are then payable based on a percentage of the client's portfolio valuation (deducted from the portfolio's cash account each month). This cost pays for:
    - Ongoing investment advice;
    - An Annual Review meeting;
    - Periodic reporting and client meetings (additional to annual review and if required);
    - Advice on additional lump sum contributions;
    - Annual tax report;
    - Online portfolio access;
    - Administration and custodial services; and
    - All contact with your FA and other employees of the Company.
  - (3) **Other:** Other costs are payable to third parties at various times depending on investment decisions, e.g., brokerage on the sale and purchase of securities, fund manager costs, currency exchange margins, etc. These are disclosed in the Statement of Advice or in any subsequent advice.

## CONFLICTS OF INTEREST AND INCENTIVES

- A conflict of interest means a financial or any other interest, relationship or other association of the Company's (including a director or FA) that would, or could reasonably be expected to, materially influence our choice of investments to buy or sell on your behalf.
- The Company has a strict policy prohibiting the acceptance of investment commissions or rebates arising from recommended investments on managed portfolios. This policy is strictly adhered to and intended to minimise any conflicts of interest that could be reasonably expected to materially influence investment decisions made by the Company or your FA to buy or sell investments on your behalf.
- The only exception is for KiwiSaver investments which is offered as part of the wider investment offering and only to those with a managed portfolio. In this case there may be a small commission paid which covers administration related costs.
- In addition to the above policies, to ensure that our FA's prioritise our clients' interests, we follow an advice process that ensures our recommendations are appropriate based on clients' objectives and circumstances.
- In the unlikely event that a conflict of interest was identified as a potential issue, this would be disclosed to you in writing and approval sought from you before any investment was bought or sold.

## COMPLAINTS PROCEDURE

- The Company has an internal complaints programme aimed to resolve any issue quickly, fairly and effectively. This programme includes:
  - We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to obtain further information.
  - We aim to resolve complaints within a reasonable timeframe.
  - We will contact you to let you know whether we can resolve your complaint and how we propose to do so.
- Clients may make complaints verbally or in writing, including by email to any member of the Company and it will be addressed by a Company Director ([john@financialstrategies.co.nz](mailto:john@financialstrategies.co.nz)).
- If a complaint cannot be resolved via our internal complaints process, a client may choose to contact our Disputes Resolution Scheme provider, Financial Services Complaints Ltd (see below).

## DISPUTES RESOLUTION PROCESS

- Clients may choose to seek free and independent dispute resolution services through our Disputes Resolutions Scheme:

Financial Services Complaints Ltd (FSCL)  
PO Box 5967  
Lampton Quay  
Wellington 6145  
04 472 3728  
[info@fscl.org.nz](mailto:info@fscl.org.nz)  
Reference: Financial Strategies (ChCh) Ltd, Member Number 2103

## AVAILABILITY OF INFORMATION

- This information is being provided free of charge and may be requested in hard copy by emailing [enquiries@financialstrategies.co.nz](mailto:enquiries@financialstrategies.co.nz)

## DUTIES INFORMATION

The Company 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:

- Meet the standards of competence, knowledge and skill set out in the Code of Conduct; and
- Give priority to your interests; and
- Exercise care, diligence, and skill; and
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.

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 at [www.fma.govt.nz](http://www.fma.govt.nz).