



Primary Disclosure Statement (Sue Aitken)

The Financial Markets Conduct Amendment Regulations 2020 aims to give you the consumer the information that you need to make important financial decisions, at the time the information will be useful to you. When I disclose this information to you, I should point it out and discuss the implications with you. This will help build trust and credibility with you.

In addition to this information, I must disclose to you in this statement, information about the types of services that I provide, the fees that I charge, and any actual or potential conflicts of interest. If I have not provided that information to you at the same time as I give you this statement, I must provide it to you as soon as I can.

IDENTIFYING INFORMATION

I am a Financial Adviser (FSP495486) and I am giving advice on behalf of Zenith Mortgages Limited. My details are as follows:

Address: Physical address: Level 1, 402A Titirangi Road, Titirangi, Auckland

Postal address: PO Box 60131, Titirangi, Auckland

Trading name: Zenith Mortgages Limited

Telephone number: 0800 ZENITH or +64 27 6187878

Email address: sue.aitken@zenithfinancial.co.nz

This disclosure statement was prepared: 12 February 2021.

IT IS IMPORTANT THAT YOU READ THIS INFORMATION

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

LICENCING INFORMATION

Zenith Mortgages Limited (FSP768817) holds a licence issued by the Financial Markets Authority to provide financial lending advice. Zenith Mortgages Limited is authorised by that licence to provide financial advice.

NATURE & SCOPE OF ADVICE

Zenith Mortgages Limited provides advice to our clients about Mortgages & Personal Loans. We only provide financial lending advice about products from certain providers:

- For Mortgages, we work with the following companies – ANZ, ASB, Westpac, BNZ, AIA, SBS Bank, Cooperative Bank, Avanti Finance, Bluestone, Liberty Finance, Resimac Home Loans, Heartland Bank, NZCU Baywide, Prospa, DBR, First Mortgage Trust, Southern Cross Financial, ASAP Property Finance, Pepper Money, General Finance, Gold Band Finance & Cressida Capital.
- For Personal Loans, we work with the following companies - with Heartland Bank & NZCU Baywide.

In providing you with financial advice, we consider your existing lending with your current finance provider.

CONFLICTS OF INTEREST & INCENTIVES

For Mortgages & Personal Loans Zenith Mortgages Limited and the financial adviser may receive commissions from the lenders on whose lending products we give advice. If you decide to take out the loan, the lender will pay a commission to Zenith Mortgages Limited and the financial adviser. The amount of the commission is based on the loan amount. 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 goals and circumstances. All our financial advisers undergo annual training about how to manage conflicts of interest. We undertake regular internal advice audits to check the advice given by our financial advisers and we undertake a review of our compliance programme annually by a reputable compliance adviser.

As an authorised body of Zenith Mortgages Limited depending on the outcomes of my advice to you, I may receive commissions from the relevant financial lending provider if you take out lending following my advice. To ensure that I prioritise your interests above my own, Zenith Mortgages Limited pays me equal commission across all providers we work with. This commission is set at 0.55% to 0.85% based on the loan amount. I do receive ongoing commission which is set at 0.15% on the annual loan amount. I follow an advice process that ensures my recommendations are made based on your individual goals and circumstances. I complete annual training about how to manage conflicts of interest. We undertake a compliance audit, and a review of our compliance programme annually.

OUTSOURCING

Zenith Mortgages outsources some of its administrative services, research tools & I.T. capability to third party providers. We have taken reasonable steps to ensure that the private information is protected and is only used for the purpose for which it was provided.

COMPLAINTS HANDLING

If you are not satisfied with our financial advice service you can make a complaint by emailing mortgages@zenithfinancial.co.nz, or by calling: 0800 ZENITH. You can also write to us at: PO Box 60131, Titirangi, Auckland.

When we receive a complaint, we will consider it following 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 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 Services Complaints Limited (FSCL) disputes resolution scheme. FSCL disputes resolution scheme 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 FSCL by emailing complaints@fscl.co.nz, or by calling: 0800 347 257.

DUTIES INFORMATION

Zenith Mortgages Limited, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act (431I, 431K, 431L and 431M) 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>.

FEES & EXPENSES

Zenith Mortgages Limited and its financial advisers do not charge fees, expenses or any other amount for the financial advice provided to its clients except when using a non-bank lender. The adviser fee is calculated at 1% to 3% of the loan amount for a non-bank provider.

DECLARATION

I, Susan Aitken, declare that, to the best of my knowledge and belief, the information contained in this disclosure statement is true and complete and complies with the disclosure requirements in the Financial Markets Conduct Act.

Signed: _____