

Financial Advice Provider Disclosure Statement



This Disclosure Statement provides you with important information about the financial advice services provided by Loanslab Limited ('Loanslab', 'we', 'us' and "our"). This Disclosure Statement was prepared on 01 Oct. 2023.

About Us

Loanslab Limited

FSP Number: 740011

Address: C/39 east tamaki road, Papatoetoe, Auckland

Phone: 0211551554

Email: info@Loanslab.co.nz

Website: www.Loanslab.co.nz

Licensing Information

We operate as a Financial Advice Provider under a current licence issued by the Financial Markets Authority in the name of NZ Financial Services Group Limited (**FSP286965**)

Nature and Scope of Advice

The information below will help you understand what type of advice will be provided.

Services We Provide

Home loans – first and second mortgages, refinances, top ups, bridging finance, preapprovals, mortgage reviews

- Investment property loans including commercial
- Personal loans, asset/equipment finance
- Business loans
- Debt reduction, money planning and budget advice

We **do not** provide financial advice services relating to: Legal, Estate Planning (wills, trusts, EPAs, contracts etc.), investment products/KiwiSaver or personal/general insurance advice but can refer you to an appropriate specialist if required.

Banks and Lenders We Use

We source loans from a panel of approved lenders. The current lenders we can use are

ANZ	Westpac	BNZ
ASB	ICBC	ASAP Finance Limited
Avanti Finance	Cressida	DBR
First Mortgage Trust	Heartland Bank	Liberty Finance
Unity	Pepper Money	RESIMAC
SBS Bank	Select Home Loan	Southern Cross
Sovereign	The Co-operative Bank	BOC
Basecorp Finance	Zip Business	CFML

What Else We Can Offer

We can help you with other services through our referral partners:

- Koura
- NZ Funds
- Tower
- Generate Funds
- XE
- Blanket Insurance

Fees and Expenses

Generally Loanslab won't charge you any fees for the financial advice we provide to you. This is possible because, on settlement of a loan, we usually receive commission from the lender. Any exceptions to this general position are explained below.

We may charge you a one-off fee in the following situations:

- (a) No commission: If you request that we provide services in relation to a product or service and we do not receive a commission. Any such fee would be agreed and authorised by you in writing before we complete the services, and would be based on an estimate of the time spent providing the advice. This may arise in the rare event that you request that we provide Services in relation to either a product that is offered by a provider that we do not hold an accreditation with, or a product that is outside our usual arrangements with our product providers.
- (b) Repayment of commission: If a product or service provider requires that we repay commission within 28 months of settlement of your mortgage or issuance of your risk insurance policy. Any such fee would be no more than \$3,000 (plus GST) and would be calculated based on a rate of \$250 (plus GST) per hour of the financial adviser's time spent. Providing services to you in connection with the applicable mortgage or insurance. The fee charged will not exceed the amount of commission clawed back from the lender.

Should we need to charge you a fee, you will be invoiced and will be given 30 days to make.

Conflict of Interests and Commissions

On settlement of a mortgage, we usually receive commission from the applicable product provider. The commission is generally of an upfront nature but may also include a trail commission. We also receive a fixed rate roll over fee from some product providers if we assist in refixing your loan.

We manage these conflicts of interest by:

- Always recommending the best product for your purpose regardless of the type and amount of commission we will receive.
- Ensuring the amount of any loan is in accordance with your identified needs.

- Providing you with the below table showing commission rates and types by product provider. The commission we receive on loans is calculated as a percentage of the loan.

Lender	Upfront%	Trail%	Refix (\$)
ANZ	0.85%	0.00%	\$150.00
Westpac	0.60%	0.20%	0
BNZ	0.55%	0.15%	0
ASB	0.85%	0.00%	\$150.00
ASAP Finance Limited	0.80%	0.00%	0
Avanti Finance	0.80%	0.00%	0
Cressida	1%	0.00%	0
DBR	1%	0.00%	0
First Mortgage Trust	1%	0.00%	0
Heartland Bank	\$500.00 (inc GST)	0.25%	0
Liberty Finance	0.60%	0.15%	0
Unity	0.50%	0.00%	0
Pepper Money	0.60%	0.15%	0
RESIMAC	0.60%	0.15%	0
SBS Bank	0.80%	0.15%	\$150.00
Select Home Loan	0.60%	0.15%	0
Southern Cross	1%	0.00%	0
Sovereign	0.60%	0.20%	0
The Co-operative Bank	0.70%	0.00%	\$150.00
Basecorp Finance	0.85%	0.00%	0
Zip Business	1%	0.00%	0
CFML	1%	0.00%	0
ICBC	0.9 %	0.00	0
BOC	0.8%	0.00	0

As soon as we know the type of loan and amount we are putting in place, and that it has been accepted by the lender, we will let you know the amount and frequency of the commission received. We can also receive a referral fee or commission if we refer you to our referral partners.

Privacy Policy & Security

We will collect personal information in accordance with our Privacy Policy. We regard client confidentiality as of paramount importance.

We will not disclose any confidential information obtained from or about you to any other person, except in accordance with our Privacy Policy. The platform we use is secure and run on Amazon Web Services.

Complaints Process

If you have a complaint about our financial advice or service, you need to tell us about it.

You can contact our internal complaints service by

- **phoning** on **0211551554**
- **emailing** us to **info@loanslab.co.nz** and using the heading Complaint - (Your Name)

Please set out the nature of your complaint, and the resolution you are seeking. We will acknowledge receipt of this within 24 hours.

We will then record your complaint in our Complaints Register and will work with you to resolve your complaint. We may want to meet with you to better understand your issues. We will provide an answer to you within 7 working days of receiving your complaint.

If we cannot agree on a resolution you can refer your complaint to our external dispute resolution service. This service is independent and will cost you nothing and will assist us to resolve things with you. Details of this service are:

Insurance & Financial Services Ombudsman
 PO Box 10-845
 Wellington, 6143
Phone 04 499 7612
Free phone 0800 888 202
Website www.ifso.nz
Email info@ifso.nz

Availability of Information

This information can be provided in hardcopy upon your request by contacting us at info@loanslab.co.nz