



Disclosure Statement

(Financial Adviser)

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This disclosure statement was prepared on: 17th December 2019

If it is important that you read this document

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.

What sort of adviser am I?

I am a registered, but not authorised, financial adviser.

I can give you advice about:

Products
- Mortgages
- KiwiSaver Class Advice

What should you do if something goes wrong?

If you have a problem, concern, or complaint about any part of my service, please tell me so that I can try to fix the problem through our internal complaints process. If a resolution can't be found, you can call or email Rupert Gough, head of Mortgage Lab on (021) 438 043 or rupertg@mtgelab.co.nz.

If we cannot agree on how to fix the issue you can contact Financial Dispute Resolution Service.

This service will cost you nothing and will help us resolve any disagreements. You can contact Financial Dispute Resolution Service at:

Address: Freepost 231075, PO Box 2272, Wellington 6140
Telephone number: 0508 337 337
Email address: enquiries@fdrs.org.nz

For more information on our Complaints Procedure, go to:
<https://www.mortgagelab.co.nz/complaints/>.

How am I regulated by the Government?

You can check that I am a registered financial adviser at <http://www.fspr.govt.nz>

The Financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under **What should you do if something goes wrong?**).

Declaration

I, Karen Hyland, 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 Advisers Act 2008 and the Financial Advisers (Disclosure) Regulations 2010.

Signed

A handwritten signature in black ink, appearing to read 'K Hyland', written in a cursive style.