

## IMPORTANT INFORMATION ABOUT THE MORTGAGELAB

Mortgage Lab holds a Full license as a Financial Advice Provider. All Advisers are Financial Advisers (FAs) belonging to Mortgage Lab's license. Mortgage Lab's Financial Service Provider number is: FSP587228

Our office contact details are:  
Address: 30 Caldera Crescent  
Phone: 09 886 9779  
Email: [info@mortgagelab.co.nz](mailto:info@mortgagelab.co.nz)  
Website: [www.mortgagelab.co.nz](http://www.mortgagelab.co.nz)

### What services does Mortgage Lab offer?

Our services include:

- Loans including mortgages, reverse mortgages and personal consolidation loans
- KiwiSaver, Managed Funds and Unit Trust investments

Please refer to each adviser's profile page for their particular service.

### How much do mortgage brokers charge?

Almost all Mortgage Lab services are at no direct cost to you as our brokers get paid a commission by the banks and other lenders when a mortgage is finalised or refixed.

The exceptions to this:

- If a mortgage is paid off or discharged within 27 months, a fee may be incurred. See our FAQ: What if I sell my home or refinance my mortgage shortly after using a mortgage broker?
- Finance companies may require a fee to be added to the loan rather than paying us a commission. You'll always be made aware of these fees long before they are locked in.
- If, following the service provided by the adviser, you elect not to continue engaging Mortgage Lab to settle the mortgage or finalise the insurance product, the adviser may charge you an hourly rate of \$250 for the work provided. The maximum charge we will typically invoice for is \$2,500.

The commissions paid are below. These commissions are accurate at the time of writing – 21st June 2022

Lender	Upfront	Trail	Refix
ANZ	0.85%	N/A	\$150
BNZ	0.55%	0.15%	N/A
ASB	0.85%	N/A	\$150
Westpac	0.60%	0.20%	N/A
Sovereign Home Loans	0.60%	0.20%	N/A
ASAP Finance Limited	Fee Charged	N/A	N/A
Avanti Finance	Up to 0.80%	N/A	N/A
Cressidea	Fee Charged	N/A	N/A
DBR	Fee Charged	N/A	N/A
First Mortgage Trust	Fee Charged	N/A	N/A
Heartland Bank (Reverse Mortgage)	150%	N/A	N/A
Liberty Financial	0.60%	0.15%	N/A
NZCU (Personal Loans)	1.00%	N/A	N/A
RESIMAC	0.60%	0.15%	N/A
SBS Bank	0.80%	N/A	\$150
Southern Cross	Fee Charged	N/A	N/A
The Co-operative Bank	0.70%	N/A	\$150

### Which lenders do you recommend?

Our list of 25 approved providers is as follows

#### Main Bank Lenders

- ANZ Bank of New Zealand Limited
- Bank of New Zealand
- Sovereign Home Loans (AIA Sovereign)
- ASB Bank Limited
- The Co-Operative Bank Limited
- Westpac Banking Corporation
- Banks of China Limited
- SBS Limited

#### Non Bank Lenders

- Pepper New Zealand
- ASAP Finance
- Cressida Capital One
- General Finance
- Silver Harbour Capital
- Heartland Bank Limited (Reverse Mortgages)
- Resimac Financial Services
- Avanti Finance
- DBR
- Metro Finance
- Southern Cross Partners
- NZCU Trustee (Personal Loans)
- Liberty Financial
- Basecorp Finance
- First Mortgage Trust
- Pioneer Finance
- Xceda

Please refer to each individual adviser for the full list of lenders that adviser can work with.

We may also receive a referral fee from some partners. These include:

- XE.com
- Blanket Fire and General Insurance
- Reapify Car Loans
- Rudolph and Co Fire and General Insurance
- Prospa Business Loans

### What if I sell my home or refinance my mortgage shortly after using a mortgage broker?

Mortgage advisers (often called mortgage brokers) are paid by the bank when a mortgage is drawn down. If that mortgage is discharged (repaid and closed) within a short amount of time – typically 27 months – the broker must repay some or all of the commission (often referred to as a clawback). In this instance, the mortgage broker has essentially done the work for no pay.

We reserve the right to charge for our time if a clawback is incurred. The fee will be the estimated amount of hours the mortgage took at an hourly rate of \$250 per hour. Unlike other fees, such as Break Fees from the bank, we have capped the amount we can charge clients at \$2,500.

If you are refinancing or selling your house, the best thing to do is immediately talk to your adviser and discuss if any clawback fees will be charged.

### What KiwiSaver providers do you recommend?

Our Advisers can work with the following KiwiSaver providers:

- Generate
- NZ Funds
- Booster
- ANZ OneAnswer
- Koura

Please check the individual adviser profile pages to see who that particular adviser works with.

### How does Mortgage Lab deal with conflicts of interest?

From time to time we may receive additional referral payments from our business partners. Some advisers may receive payments for referring Life and Health insurance, KiwiSaver, currency exchange, Real Estate Agents or Fire and General insurance. Mortgage Lab and the advisers do a significant amount of due diligence to make sure that all referrals are to companies of the highest quality and compliance standards. The decision to refer to a partnering business is based on quality service first and the payment received second.

From time to time a product provider may give us a gift, hamper or ticket to an event. The decision to refer to a product provider is based primarily on the best product for the client, not because of any gift received. We follow a six-step advice process to assess which product is best for you.

### What are our duties and obligations to you?

We are bound by the duties of the Financial Markets Conduct Act (43I, 43K, 43L and 43M) to:

- Meet the standards of competence, knowledge and skill set out in the Code of Conduct
- Give priority to the clients' interest and
- Exercise care, diligence and skill and
- Meet the standards of ethical behavior, conduct, and client care set out in the Code of Conduct.

### **Do you have a complaint or problem?**

We aim to provide you with the highest quality service and support. But if you do have a complaint or encounter a problem, please let us know as soon as you can. Our complaints process outlined below aims to address your concerns.

#### **Step 1 - Let's sort it out**

The first step is to address your complaint with your adviser to make sure they are aware of your concerns. It would also help us learn from our mistakes if you could lodge your complaint by clicking the button below. This will start the official process. In most cases, we will endeavour to contact you within 24-48 hours.

#### **Step 2 - Review**

If your complaint is not resolved by Step 1, you can call or email the CEO – Rupert Gough by clicking [here](#). Rupert will detail your concerns and strive to address them as easily as possible. You should know the steps we are taking to address your concerns within 48 hours of starting Step 2.

#### **Step 3 - We are a Participant of the Financial Dispute Resolution Service.**

If your complaint cannot be resolved by Step 2, we encourage you to refer your complaint to Financial Services Complaints Limited. This is a free, independent dispute resolution scheme.

See [fscl.org.nz](http://fscl.org.nz) or call 0800 347 257 for information on the FSCL Scheme. This process may take a number of weeks as the procedure is overseen by an independent adjudicator.