

Publicly Available Disclosure

LICENSING INFORMATION

Common Ground Financial Solutions Limited (FSP 777772) operates as a Financial Advice Provider under a licence issued by the Financial Markets Authority.

The following advisers are authorised by this license to provide financial advice:

Philip John Dawson – FSP 519846

FINANCIAL ADVICE AND PRODUCT PROVIDERS

We only provide advice to our clients about home loan products from the following providers:



CONFLICTS OF INTERESTS (INC COMMISSIONS)

Common Ground and our financial advisers receive commissions from the providers on whose products we give financial advice. If you decide to take out a loan, the provider will pay a commission to Common Ground based on the value of the mortgage.

This commission is used to remunerate the financial adviser that provides the advice, and to pay the expenses associated with running the business including any rent, staff costs and IT resources. From this commission, we also pay NZ Financial Services Group Limited for services they provide to us such as the client data management system.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives.

We take steps to ensure that the receipt of commissions and other incentives does not influence the advice we give to you and that your interests are prioritised. We only recommend the product that best meets your needs and objectives regardless of the type and amount of commission we or they may receive. Such steps include: - following an advice process to ensure that we understand your needs and goals before recommendations are provided, ensuring that recommended products are aligned with what we know about your situation and goals and fully disclosing any commission we may receive before you implement the advice.

If there are any conflicts of interest apart from the commission that could potentially influence the advice that we give, these will be shown in the Financial Adviser's Disclosure Guide that is sent to each client.

FEES AND EXPENSES

Generally, we don't charge you any fee for the advice and transactional solutions that we provide to you. This is possible because of the commission paid by the product provider. There are two exceptions to this general position which 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 the commission within 28 months of settlement of your mortgage. Any such fee would be no more than \$5,000 (plus GST) and would be calculated based on a rate of \$250 (plus GST) per hour of time spent providing services to you in connection with the applicable mortgage. 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 payment.

COMPLAINTS AND DISPUTE RESOLUTION

If you have a complaint about our service you need to tell us about it. You can contact our internal complaints service by phoning us on 022 6509 743 or emailing us at philip@commongroundfinance.co.nz with 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 email within 2 working days. We will then record your complaint in our Complaints Register. We may also want to meet with you to better understand your issues. We will then investigate your complaint and provide a response to you within 10 working days of receiving your complaint. If we need more time to investigate your complaint, we'll let you know. 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:

Financial Services Complaints Ltd (FSCL) - A Financial Ombudsman Service.

Email: info@fscl.org.nz

Phone: 0800 347 257

Address: PO BOX 5967, Lambton Quay, Wellington, 6145

OUR DUTIES

Common Ground, 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:

- 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)
- Industry Knowledge: New Zealand Certificate in Financial Services (Level 5) – Core Stand & Residential Property Lending
- 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/compliance/conduct/>