

# Important Information Disclosure

## About the Financial Advice Provider

YMT Wealth Limited (FSP1011547) provide financial advice services as an Authorised Body under the Financial Advice Provider (FAP) licence held by MortgageMe Financial Services Queenstown Lakes Limited, trading as Your Mortgage Team (FSP597769).

## Nature and Scope of the Advice

YMT Wealth provide advice to our clients about their investments.

Our financial advisers provide financial advice in relation to KiwiSaver, managed funds and portfolio management.

We only provide financial advice about products from certain providers:

- For KiwiSaver, we work with four providers - Evidential KiwiSaver, Generate KiwiSaver, Kernel KiwiSaver Plan and KiwiWrap KiwiSaver.
- For investments we use Synergy Investment Programme, and Generate.

## Fees or Expenses

### Advice Fees

YMT Wealth may charge a fee for the planning and/or implementation of advice. These fees will be determined by the complexity of the plan and will only apply if agreed with you before any engagement for our services.

- The fees charged for our advice and services may be based on a combination of a set dollar amount, or a percentage-based fee.
- Our agreed advice and service fees may include charges for initial advice, ongoing or annual advice and services.

### Commissions

For services in relation to some investment products, commissions may be paid by the product provider as follows:

- Initial commission - a set dollar amount paid for signing up a client
- Ongoing commission - a percentage of the value of your investment balance, usually calculated at the end of each month in which you hold the investment.

## **Fees charged by investment product providers**

You will be charged a fee by the provider you place your investments in. The amount of this fee depends on several factors, such as the provider and the amount you are investing. More information about these fees will be described in the Product Disclosure Statement that will be provided to you.

## **Conflicts of Interest and Incentives**

To ensure that our financial advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances rather than commissions or incentives. We undertake a compliance audit, and a review of our compliance programme is undertaken annually by a reputable compliance adviser.

## **Complaints Process**

If you are not satisfied with our financial advice service you can make a complaint by emailing [admin@ymt.co.nz](mailto:admin@ymt.co.nz), or by calling: 03 409 0700. You can also write to us at: Level 1, 311 Hawthorne Drive, Queenstown 9300.

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). This service is independent and free of charge.

Financial Services Complaints Limited 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 Financial Services Complaints Limited by emailing [complaints@fscl.org.nz](mailto:complaints@fscl.org.nz), or by calling: 0800 347 257. You can also write to them at: PO Box 5967, Wellington 6145.

## **Duties Information**

YMT Wealth 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
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services

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>.