



Mike Whittaker Mortgages

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Disclosure Information

The following information provides you with an important overview of Mike Whittaker Mortgages Ltd and our duties to you, fees, and how we manage complaints.

License Status and Conditions

Mike Whittaker Mortgages Ltd FSP777011, trading as Mike Whittaker Mortgages is a Licenced Financial Advisor licensed by the FMA in March 2021

Mike Whittaker is personally licensed and has an FSP number of FSP151244

NZ FINANCIAL SERVICES GROUP LIMITED (FSP286965) (NZBN: 9429030335615)

Nature and Scope of the Advice

Mike Whittaker Mortgages Ltd provides advice to our clients about only their general home loan needs. Mike Whittaker Mortgages Ltd has access to all New Zealand main banks, including a range of non-banking lenders to provide a unique solution for our clients. The banking institutions Mike Whittaker Mortgages Ltd has access to, are the following:

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| <ul style="list-style-type: none">• ASB• ANZ• BNZ• Co-Operative Bank• Kiwibank• Westpac• SBS• Heartland Business• Bluestone• NZCU Baywide• Liberty Finance• Peppermoney• Resimac | <ul style="list-style-type: none">• Basecorp• Prospa• Zagga• ZIP• Cressida• DBR• First Mortgage Trust• Southerncross Partners• General Finance• Goldband Finance• ASAP Finance• Strata Funding• Avanti |
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Fees

Conflicts of Interest and Incentives

Mike Whittaker Mortgages Ltd has strong working relationships with New Zealand based lenders. These relationships allow us to provide competitive pricing and help us meet our expected service expectations to a high standard.

Mike Whittaker Mortgages Ltd believe in their recommendations provided to all clients and have an ongoing responsibility to ensure these client's needs and lending requirements are managed to a high standard, and on an on-going basis. This means Mike Whittaker Mortgages Ltd will receive an ongoing commission payment from the lender for this service.

Mike Whittaker Mortgages Ltd have clear 'conflict of interest' policies and procedures. Mike Whittaker follows an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances. Mike Whittaker undergoes regular training about how to manage conflicts of interests. We undertake a compliance audit, and review of our compliance program annually, completed by an external compliance adviser.

Our Duties

Mike Whittaker Mortgages Ltd believes in helping our clients plan and organize their property/investment life cycle through understanding your position, situation and delivering bespoke advice to achieve these goals.

We are bound by duties outlined under the Financial Markets Conduct Act 2013, and must:

- Meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (code of conduct)
- Take steps to ensure that you understand the nature and scope of the advice we give you and advise of any limitations to this advice.
- Give priority to your interests, by taking all reasonable steps to ensure our advice does not pertain to any conflict of interest; influencing our own interests.
- Exercise care, diligence and skill.
- Treat our clients fairly and act with integrity.
- Make certain disclosure information available to you, at a certain time. We must not provide false or misleading information.

Complaints and Disputes?

If you are not fully satisfied with the service provided by a Mike Whittaker Mortgages Ltd adviser, please contact Mike Whittaker directly.

We will acknowledge your complaint in writing within 8 business hours, and endeavour to resolve your complaint in a timely manner. You can find more about our complaints process online and as below

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 I can try to fix the problem.

You need to talk with me first and then as below

You may contact our internal disputes service as below

Insurance and Financial Services Ombudsman

Level 2/70 The Terrace, Wellington Central, Wellington 6011

Phone: [0800 888 202](tel:0800888202)

Phone: 0800 888 202

Postal Address: PO Box 10-845

Contact Details

You can contact us at:

mwmortgages.co.nz Phone:

021579 324

Email: mike@mwmortgages.co.nz

Post: PO BOX 11 – 323 Ellerslie Auckland 10526a/114 St Georges Bay Rd , Parnell