

# Financial Advice Provider Disclosure Statement



This Disclosure Statement provides you with important information about the financial advice services provided by Vega Mortgages Limited ( 'Vega', 'we' , 'us' and "our"). This Disclosure Statement was prepared on 06 April 2021.

## About Us

Vega Mortgages Limited is authorised to operate under the licence held by NZ Financial Services Group

**Financial Advice Provider:** NZ FINANCIAL SERVICES GROUP LIMITED (FSP286965)

**Authorised Body:** VEGA MORTGAGES LIMITED (FSP653431)

**Trading as:** Vega Mortgages

**FSPR Number:** 653431

**Address:** 1/30 Gaunt Street, Auckland CBD, Auckland, 1010, New Zealand

**Phone:** 0800 834 253

**Email:** info@vegalend.co.nz

**Website:** www.vegalend.co.nz

## Licensing Information

We operate as an Authorised body under a transitional licence issued by the Financial Markets Authority in the name of: NZ Financial Services Group to provide a financial advice service.

FSP Number: 286965

## Nature and scope of advice

The information below will help you understand what type of advice will be provided.

## Services we provide

Vega will help you choose a loan that is suitable for your purpose from a panel of lenders (see below). Once we have chosen a lender and loan terms that are suitable for you, we will help you to obtain an approval.

## Banks and lenders we use

We source loans from a panel of approved lenders. The current lenders we can use are:

ANZ	Westpac	BNZ
ASB	ASAP Finance Limited	Avanti Finance
Cressida	DBR	First Mortgage Trust
Heartland Bank	Liberty Financial	NZCU
Pepper Money	RESIMAC	SBS Bank
SELECT	Southern Cross	Sovereign
The Co-operative Bank	TSB	Basecorp Finance

## Products we provide

The types of financial advice products we can give advice on are:

- Home Loans
- Investment Loans
- Construction Loans

## What else we can offer

We can help you with other services through our referral partners:

- Bayleys

## Fees and expenses

Generally Vega won't charge you any fees for the financial advice we provide to you. This is possible because, on settlement of a loan, we usually receive commission from the lender. Any exceptions to this general position are explained below.

We may charge you a one-off fee if the following occurs:

When we don't receive commission from the lender: If you request that we provide financial advice and we do not receive a commission from the lender, we may charge you a one-off fee. 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 lender that we do not hold an accreditation with, or a product that is outside our usual arrangements with our product providers).

You will be invoiced for any one-off fee and will be given 30 days to make payment.

## Conflict of interests and Commissions

On settlement of a mortgage we usually receive commission from the applicable product provider. The commission is generally of an upfront nature but may also include a trail commission. We also receive a fixed rate roll over fee from some product providers if we assist in refixing your loan.

We manage these conflicts of interest by:

- Always recommending the best product for your purpose regardless of the type and amount of commission we will receive.
- Ensuring the amount of any loan is in accordance with your identified needs.
- Providing you with the below table showing commission rates and types by product provider. The commission we receive on loans is calculated as a percentage of the loan.

Lender	Upfront%	Trail%	Refix (\$)
ANZ	0.85%	0.00%	150
Westpac	0.60%	0.20%	0
BNZ	0.55%	0.15%	0
ASB	0.85%	0.00%	150
ASAP Finance Limited	0.00%	0.00%	0
Avanti Finance	0.80%	0.00%	0
Cressida	1.00%	0.00%	0
DBR	1.00%	0.00%	0
First Mortgage Trust	0.00%	0.00%	0
Heartland Bank	1.50%	0.00%	0
Liberty Financial	0.60%	0.15%	0
NZCU	1.00%	0.00%	0
Pepper Money	0.60%	0.15%	0
RESIMAC	0.60%	0.15%	0
SBS Bank	0.80%	0.00%	150
SELECT	0.60%	0.15%	0
Southern Cross	1.00%	0.00%	0
Sovereign	0.60%	0.20%	0
The Co-operative Bank	0.70%	0.00%	150
TSB	0.85%	0.00%	0
Basecorp Finance	0.85%	0.00%	150

Financial Services  
Complaints Limited  
complaints@fscl.org.nz  
0800 347 257

## Availability of Information

This information can be provided in hardcopy upon your request by contacting us at frank@vegalend.co.nz

As soon as we know the type of loan and amount we are putting in place, and that it has been accepted by the lender, we will let you know the amount and frequency of the commission received.

We can also receive a referral fee or commission if we refer you to our referral partners.

## Privacy policy & security

We will collect personal information in accordance with our Privacy Policy. We regard client confidentiality as of paramount importance. We will not disclose any confidential information obtained from or about you to any other person, except in accordance with our Privacy Policy. The platform we use is secure and run on Amazon Web Services.

## Complaints Process

If you have a complaint about our financial advice or service, you need to tell us about it.

You can contact our internal complaints service by

- **phoning** on **0800 834 253**
- **emailing** us to **frank@vegalend.co.nz** using 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 within 24 hours. We will then record your complaint in our Complaints Register and will work with you to resolve your complaint. We may want to meet with you to better understand your issues. We will provide an answer to you within 7 working days of receiving your complaint.

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: