



TERMS OF ENGAGEMENT

Who we are:

Adviser Frank O'Neill
Company Capital Concepts Group Ltd
Contact P O Box 31-457 Lower Hutt. Ph 04 478 6602 mobile 021 344 687.
Details email frank@capitalconcepts.co.nz

What we do

I am a registered Financial Adviser who specialises in providing advice and transactional solutions for clients in the areas of Mortgages & Risk Insurance services.

How we work

I work in the following manner

- Agree on areas of advice requirements and establish the terms of our engagement.
- Get to know you and gather all necessary facts of your situation – Identify your specific needs and objectives.
- Present our recommendations – Implement any agreed recommendations.
- We also provide an ongoing service of assisting you in managing the re fixing of your mortgage facilities and reviewing risk insurance requirements on an annual basis.

Experience and Qualifications

I have been in the financial services industry for over 25 years (mainly insurance and investments) and started mortgage broking in 2005. Since then I have had experience in all types of lending including first home buyers, construction loans, refinancing, investment property and business and development funding. My speciality area is investment property loans and I own investment property myself. I have conducted Investment property seminars for 3 different real estate companies in the Wellington region and have also taken clients out into the market place to help them find and buy suitable investment property.

I am a member of New Zealand Financial Services Group (NZFSG) which holds broker agreements with the lenders whom I direct business to.

Memberships

I hold current accreditation as a full member of the Financial Advise New Zealand (formerly PAA) and my business complies with the association's Membership rules and Code of Ethics and Standards.

For your protection, I maintain a Professional Indemnity Insurance policy of no less than \$1 million (maximum cover \$1mil per claim) via the New Zealand Financial Services Group scheme. In proven cases, this protects my clients from financial loss due to fraud, gross negligence, gross misrepresentation etc (if perpetrated by me).

Product Providers

I am an accredited Adviser with the following companies and recommend the solution that I feel best fits the customer's requirements and needs.

Mortgage Providers

ANZ, ASB, Avanti Finance, BNZ, Cressida, General Finance, Liberty Financial, NZCU Personal Loans Sovereign Home Loans, Resimac Home Loans, the Co-Operative Bank and Westpac.

How we get paid

On settlement of a mortgage, I receive commission from the above product providers I deal with. The commission is generally of an up-front nature but may also include a small renewal or trail commission. I also receive a fixed rate roll over fee from some providers if I assist in re fixing your loan

On settlement of a risk insurance product, I receive a share of the upfront commission from the product provider whom the insurance is issued through. This commission is also mainly paid up-front but may also include a small renewal or trail commission.

A full schedule of all providers and their commission rates are available on request.

In the rare event that you may require me to act on your behalf in a transaction whereby I do not receive a commission from the above panel of providers or you request me to act on your behalf with a provider we do not hold an accreditation with I may charge a one off fee for this work to be completed. Any such fee would be agreed in advance and authorised by you in writing.

Privacy Act

1. It is understood that any information gathered for this needs analysis is personal and I undertake to keep this information confidential and secure.
2. The Privacy Act 1993 gives you the right to request access to and correction of, your personal information.
3. Information provided by you and or any authorised agent will be used by me and any members of my staff for the purpose of providing advice to you and may also be used by any:
 - a) product or service provider when implementing any of my/our recommendations or variations thereof;
 - b) compliance advisers, assessors or by any claims investigators who may need access to such information; and
 - c) other professionals such as solicitors, accountants, finance brokers, financial planners when such services are required to complement this advice and as requested by you.
4. The information will be held by me / us at: **23 Park Road, Belmont, Lower Hutt.**

Scope of Service and Engagement

The following are the areas or advice or product that you are requesting from me, subject to any specific objectives or limitations of our engagement.

Unless noted below, our discussions and my advice will be in relation to assisting you manage you and/or your family's financial security in the event of:

Home or investment property funding

(Mortgage)

Personal Risk Insurance

(Your information will be passed to Paul Burns for the purpose of a risk insurance review.)

Acknowledgements

I may be required to provide evidence that I have explained specific requirements or obligations and provided certain information to you. Can you please acknowledge by signing below that these requirements have taken place?

Disclosure Statement

I / We acknowledge that I / we have received a Disclosure Statement from the Adviser named in this document. This document was current and dated:

_____ 1st / May _____ / 2019 _____

Scope of Service

I / We understand the services being provided are restricted to the scope of service or subject to specific limitations indicated above.

Privacy Act

I / We acknowledge I / We have read and understood the information relating to the Privacy Act 1993 and how this information may be used.

Adviser Remuneration

I / We acknowledge I / We have had the basis of adviser remuneration explained and I / we agree to the terms regarding refinance on the previous page.

Client name: _____

Client name: _____

Signature: _____

Signature: _____

Date: _____ / _____ / _____

Date: _____ / _____ / _____