# LICENSING INFORMATION

**Kiwi Adviser Network FSP**763551 holds a licence issued by the Financial Markets Authority to provide financial advice. Karl Larsen FSP485666 trading as Karl Larsen Mortgages Limited is authorised by that licence to provide financial advice.

# CONTACT DETAILS


**Karl Larsen**

Email: karl@klmortgages.co.nz

Address 14 Edith Street Dunedin

Ph :03 477 5555

Mobile : 027 4885353


# NATURE AND SCOPE OF ADVICE

Karl Larsen Mortgages Limited advisers provide advice about:

- Mortgages and personal lending
- Determining how much you can afford to borrow to purchase a property (within lenders affordability guidelines).
- Selecting an appropriate lender and mortgage structure.
- How to structure your repayments to pay off your mortgage sooner
- Structuring and refixing your current lending.

We provide advice in relation to the following lending products:

- Mortgages
- Personal Loans
- Tops ups
- Fixed rate rollovers
- Debt consolidation
- Business loans

We provide advice in relation to products provided by the following companies:

-ASB

-ANZ

-Westpac

-BNZ

-Heartland Bank

-The Cooperative Bank

-Resimac

-Pepper Money

-Liberty

-Avanti Finance

-NZCU south

-Goldband Finance

-Prospa

-Southern Cross Partners

# FEES AND EXPENSES

**Mortgage and lending planning fee**

FEES AND EXPENSES Mortgage and lending planning fee • Karl Larsen Mortgages is usually remunerated by way of commission, by the providers of the loan products we recommend. On occasion, some providers may not pay a commission. In this situation, we will charge a fee for our advice. The fee payable will be a reflection of the time required to obtain a loan approval for you. Where a fee will be payable for the advice, Karl Larsen will agree the amount of the fee with you prior to obtaining a lending approval. This fee may be added to your loan amount and will be paid to Karl Larsen at the time your loan is advanced.

# CONFLICTS OF INTEREST

**For mortgages and lending,** Karl Larsen would receive commissions from some of the lenders we can provide recommendations for. If you proceed to implement lending with the lender recommended to you, the lender will pay a commission to your financial adviser which is Karl Larsen. The amount of the commission is based on the amount of the lending; specific remuneration will be advised to you when advice is provided.

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.

To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our personalised recommendations are made on the basis of the client's goals and circumstances, as advised to us. Karl Larsen completes regular training, including how to manage conflicts of interest. Each adviser has a regular compliance review of their advice process and our compliance programme is reviewed annually by our external compliance adviser.

# DISPUTES AND COMPLAINTS

f you are not satisfied with my service you can make a complaint through the following methods:

- By logging into the Trail client portal and pressing on the "Make a Complaint" button on the bottom right of the page.
- By contacting me directly
- By sending an email to **Karl Larsen** on karl@klmortgages.co.nz.nz

Once we receive a complaint, we follow an internal procedure to ensure we address the issue. Our process will:

- Acknowledge your complaint within 2 working days
- Inform you how we will address the complaint
- Gather any information that will help us resolve the complaint
- Aim to resolve the complaint within **7 working days to resolve the complaint**
- If we cannot resolve the complaint within this timeframe, we will update you regarding the next steps.

If you are not satisfied with how we addressed or resolved your complaint, you can contact the [Financial Services Complaints Limited They are an independent dispute resolution service that costs you nothing to use and will help us resolve any disagreements or finalise outstanding complaints. Their contact details are:

Financial Services Complaints Limited

level 4, 101 Lambton Quay, Wellington 6011

info@fscl.org.nz

# DUTIES INFORMATION

Karl Larsen Mortgages Limited, and anyone who gives financial advice on our behalf, has duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice. We are required to:

To ensure our advisers prioritise our clients' interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goals and circumstances.
- All our advisers undergo annual training about how to manage conflicts of interest.
- We maintain registers of conflicts of interests and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.
- We undertake an annual independent Compliance Assurance Review.
- Give priority to your interests by taking all reasonable steps to make sure our advice is not materially influenced by our own interests (431K)
- Exercise care, diligence, and skill in providing you with advice (431L)
- 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) (431I)
- 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.