

Welcome from Dowie Mortgages Limited,

We know the world of finance can feel complicated and overwhelming. That's why we at Dowie Mortgages Limited work hard to keep things simple. By providing straightforward financial solutions, tailored to your individual circumstances.

From lending to insurances to financial advice, our team has what it takes to help you reach your financial goals.

We hope you find this information useful.

## **Introducing Your Financial Adviser**

My name is Stuart Dowie.

As a Financial Adviser, I provide advice on behalf of Dowie Mortgages Limited,

With access to a range of lenders, insurers, loan and insurance products, Dowie Mortgages Limited will provide financial advice that is tailored to your needs.

From initial meeting and application, right through to approval and beyond, Dowie Mortgages Limited will guide you through every step of the process, saving you time and money and ensuring you get the best deal available to you.

### **My contact details are:**

Name and FSP number: Stuart Dowie FSP92182

Telephone: +64 21 953 648

Email: [stuart@dowiemortgages.co.nz](mailto:stuart@dowiemortgages.co.nz)

Business Address: 195 Universal Dr, Henderson, Auckland 0610, New Zealand

I can provide financial advice in the following areas:

Residential Lending, Personal Lending & Business Lending

## **Our Licence Holder**

**Dowie Mortgages Limited** operates under the Financial Advice Provider (FAP) licence of Dowie Mortgages Ltd , FSP 720251 to provide regulated financial advice to retail clients.

# My Promise to you

## I help you find the right financial solution

- Working with a large panel of providers
- We assess, compare, and negotiate
- We help you make informed choices

## I save you time and effort

- We help you find the most appropriate solution
- We can help you complete your application
- And connect you with the right provider

## I keep it simple

- No jargon or industry-speak
- Simple, straight up solutions
- Answer your questions clearly

## I get you covered

- Help you find the right insurance cover
- Personal risk insurances (e.g., Life insurance), home and contents, and vehicle insurance
- So you're covered if things go wrong

## I grow with you

- Financial solutions that change as your needs change
- Planning ahead for a secure financial future
- Helping you achieve your goals today and in the years ahead, by regularly reviewing your financial situation

# Putting Your Needs First

As a Financial Adviser, I have an obligation to always put your interests first when making a recommendation.

Should any actual or potential conflicts of interest arise during the advice process, I will bring these to your attention so that you can assess my advice objectively.

Here are some things you need to know before we get started:

## Fees or other charges you may be charged

From time to time there may be fees or charges incurred in the process of obtaining your mortgage, for example from the Lender, Solicitor, Registered Valuer, or for a building report, but I will never charge you a fee for my time.

## **Product Provider Commission**

If you accept and act upon my advice, Dowie Mortgages Limited will receive a commission. Conversely, if you do not accept and act upon my advice, no commission is received.

The commissions are between 0% and 1.5% of the loan amount drawn down (or borrowed). The exact amount of the commission will depend upon the lender (e.g., bank) and the type of home loan (or mortgage) that you choose.

We may also receive, every year, a commission between 0% and 0.2% of the loan amount that is outstanding (or owed to the lender). The exact amount of the commissions received and who they are paid to will be disclosed in the advice document containing my recommendations.

Our advisers are remunerated by drawings from my company.

## **How I manage conflicts of interest**

I have an obligation to put your interests first when making a recommendation. Should any actual or potential conflicts of interest arise during the advice process (such as those relating to commission and remuneration described above, and any non-monetary benefits I may receive from product providers or other advisers I may refer you to), I undertake to bring them to your attention in the advice document (e.g. Record of Mortgage Advice) I will give to you, so that you may assess my advice objectively.

To ensure that I prioritise your interests above my own, I follow an advice process that ensures my recommendations are made on the basis of your individual goals and circumstances.

I complete ongoing annual training about how to appropriately manage conflicts of interest. Dowie Mortgages Limited and/or the lender periodically undertakes a compliance review of my advice process.

Dowie Mortgages Limited also engages an independent compliance consultancy firm to conduct ongoing independent compliance reviews and audits.

## **Other Interests**

In addition to being a Financial Adviser of my company, I am also the sole director and a shareholder of Dowie Mortgages Limited FSP720251.

## **Other incentives (non-monetary benefits)**

From time to time, various product providers (described previously) may also reward me and/or Dowie Mortgages Limited for the overall business provided to them. They may give me tickets to sports events, hampers, or other non-monetary benefits and incentives.

## **Recovery fee (also known as clawback)**

From time to time, you may need to make changes to your home loan, and we hope that you will call us first to discuss your options. It's important to note that if you repay your home loan or refinance your home loan within 27 months of settlement, in some situations, the product providers (such as lenders) require us to repay the commission they pay us.

I shall never seek to recover this from you.

# How we work

## 1. Establish your requirements

At our initial meeting, we'll talk about you – your needs, goals and aspirations. And we'll talk about how we can help you reach these.

## 2. Gather all the relevant information

We'll provide you with a list of the information we need from you to proceed. That may include your financial information, proof of address and employment, as well as income and expenses, assets and liabilities.

## 3. Analyse your situation and research your options

Once we know more about you, we'll research various options to find the right financial solution to fit your needs.

## 4. Complete the application

We'll walk you through the application process, step by step, and work with you and the provider to get your application approved.

## 5. Develop and present recommendations

We'll present a tailor-made financial solution, that can be updated as your needs change.

## 6. Monitor and review as your situation changes

Once we have your plan in place, we will monitor and check-in with you on a regular basis to see how things are going and if you need any more assistance.

# Duties and Disclosure

I have duties under the Financial Markets Conduct Act 2013 relating to the way that I give advice.

I am required to:

- Give priority to your interests by taking all reasonable steps to make sure my advice isn't materially influenced by my 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 (these are designed to make sure that I have the expertise needed to provide you with suitable advice).
- 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 I treat you as I should and give you suitable advice).

This is only a brief summary of the duties that I have. More information is available by contacting **Dowie Mortgage Limited**, or by visiting the **Financial Markets Authority website**.

You will be asked to sign an important document, '**Acknowledgement and Declaration**' when we complete your loan application. We recommend you read this document before you sign it.

I am happy to answer any questions you may have to make sure you understand the information provided to you.

## Who We Work With

### Bank and Non-Bank Lenders

ANZ Bank New Zealand Limited	Avanti Finance	Prospa
AIA / Sovereign Home Loans	Basecorp Finance	Resimac
ASB Bank Limited	Bluestone Mortgages	Southern Cross Partners
Bank of New Zealand	Cressida Capital	Unity Credit Union
SBS Bank	Heartland Bank	
The Co-Operative Bank	Liberty Financial	
Westpac New Zealand Limited	Pepper NZ	

## Complaints Process

If you have a concern, problem or complaint about any part of my service, please contact **Dowie Mortgages Limited** using the contact details above, as our Complaints Process aims to address your concerns swiftly.

If we cannot agree on how to resolve the issue, we can refer you to our independent disputes resolution service, Financial Disputes Resolution Service (FDRS), Membership Number FM6414 .

They are impartial and the service is free for you.

You can contact the FDRS on Phone 0508 337 337, P O Box 2272, Wellington 6140 NZ