

Fairway Pension Transfers Limited

Financial Advice Provider (FSP553326)

Licensing information

Fairway Pension Transfers Limited (FSP553326, trading as Fairway Pension Transfers Ltd) is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Fairway NZ Limited (FSP377146, trading as Fairway NZ Ltd) is an authorised body under our FAP licence and provides financial advice.

Nature and scope of the advice

We provide financial advice about **UK Pension transfers** - provided by Britannia Financial Services Limited (BFSL).

Britannia Financial Services
Britannia Retirement Scheme

We provide **Personal and Business Risk and Health** insurance advice in relation to the following products provided by AIA, Partners Life, Fidelity, Cigna and Nib.

AIA	Partners Life	Fidelity	Nib	Cigna
Life & Terminal Illness Trauma Income Protection Mortgage Protection Accidental Death Health Business and Rural Total and Permanent Disability (TPD)	Death & Terminal Illness Trauma Income Cover Mortgage Protection Accidental Death Health Household Expenses Total and Permanent Disability (TPD) Specific Conditions Hospital Cash cover	Death & Terminal Illness Trauma Disability (Income) Mortgage Protection Accidental Death Total and Permanent Disability (TPD) Survivors Income Business and Rural Group Insurance	Health	Life & Terminal Illness Trauma Income Protection Business and Rural

We provide **Investment and KiwiSaver advice** in relation to the following products provided by Select Wealth Management Limited (Select) , ANZ Financial (ANZ), Integral Master Trust (IMT) and Booster:

Select	ANZ Financial	Integral Master Trust (IMT)	Booster
Selected Portfolios KiwiSaver	OneAnswer Investments KiwiSaver	Cash Holding Fund Fixed Interest Fund Diversified 40 Fund Diversified 60 Fund Global Equities Fund	KiwiSaver

We do not provide a Discretionary Investment Management Services (i.e., individual selection of investment assets for portfolio construction).

We provide **Mortgage Advice** in relation to the following product provided by Sovereign Home Loans:

Sovereign Home Loans
Go Home Loan

Fees or expenses

For the **Britannia Retirement Scheme**, Fairway Pension Transfers Ltd receives a tiered upfront sum of between 2.5% and reducing to 1.75%, dependant on the transfer amount, from Britannia Financial Services Ltd for all new transfers and a continuing annual servicing fee (trail) of up to 0.5%. Please refer to following table.

Item	Fee (GST exclusive)	Example
UK Pension transfer fees: Adviser fee For the transfer up to NZ\$100,000 NZ\$100,001-\$200,000 Over NZ\$200,001	\$500 or 2.50% (whichever is greater) 2.00% 1.75%	If your transferred UK pension is \$205,000, the fees charged will be: For the first \$100,000: \$2,500 Next \$100,000: \$2,000 Remaining \$5,000: \$87.50 Total fees charged: \$4,587.50
On-going annual adviser service fee	Up to 0.5% per annum. The exact percentage charged will depend on the total balance in the relevant Fund. This fee is deducted monthly from the balance in your relevant Fund.	If the balance in the relevant Fund is \$100,000 then the on-going annual adviser service fee is up to \$500. This fee will be deducted from your balance in the relevant Fund and paid to BFSL.

The client will also be required to pay fees to Britannia Financial Services Ltd.

We will provide more specific details of these commissions once we have talked to you and understand your needs and at the time our advice is given.

For **Personal and Business Risk and Health** insurance products, Fairway Pension Transfers Ltd receive a commission from AIA, Partners Life, Fidelity, Cigna and Nib through which we place business. The amount of the commission we receive depends on the type and/or combinations of the products. Typically, we receive an upfront initial commission of between 80% - 200% of the initial annual premium and an annual ongoing commission of between 2.5% - 20% for every year the premium is in force. We will provide more specific details of these commissions once we have talked to you and understand your needs/at the time our advice is given.

The client will need to pay the premiums to the chosen supplier when the terms of the cover are accepted and the payment frequency is chosen. This amount will be based on a number of factors, including the extent of the coverage, the terms of the cover accepted (e.g., if loadings or restrictions are placed on the cover, the length of coverage and/or the amount of your excess)

For **Investment products**, Fairway Pension Transfers Ltd receive an annual ongoing commission of between 0% to 0.5% of the funds under management (FUM) for every year the investment is active.

From your investment, PIE tax (either 28%, 17.5% or 10.5%) will be automatically deducted from your annual fund earnings and forwarded to the IRD. All other management fees will be deducted by the fund provider from the investment balance. This percentage is agreed to on application and implementation of the investment.

For **KiwiSaver Scheme** products Fairway Pension Transfers Ltd receive an annual ongoing commission of between 0% – 0.25% for every year the investment is active.

From your KiwiSaver Scheme provider, PIE tax (either 28%, 17.5% or 10.5%) will be automatically deducted from your annual fund earnings and forwarded to the IRD. All other management fees will be deducted by the fund provider from the investment balance. This percentage is agreed to on application and implementation of the investment.

Conflicts of Interest

All our product providers provide our company/advisers with certain non-monetary benefits that support our business may include CRM access at rebated fees and subsidised training for our advisers.

To ensure our advisers prioritise our clients' interests:

- We follow an advice process that ensures our recommendations are made appropriately, based on our client's goals and circumstances.
- All our advisers undergo annual training about how to avoid conflicts of interest.
- We undergo an annual Compliance Assurance Review by Strategi.

Complaints Handling and Dispute Resolution

If you are not satisfied with our service or financial advice, please tell us as soon as possible.

Call: 06 345 6184

Email: complaints@thefairway.co.nz

Write to: Fairway Pension Transfers Ltd

PO Box 149

Whanganui 4541

NEW ZEALAND

When we receive a complaint:

- We will consider your complaint and let you know how we intend to resolve it. Where possible, we try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 2 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint.
- We will contact you by phone, email, or letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints process, you can contact our external disputes resolution scheme, Insurance and Financial Services Ombudsman (IFSO). IFSO provides a free and independent dispute resolution service that may help to resolve your complaint if we haven't been able to do so to your satisfaction.

To contact IFSO:

Call: 0800 888 202

Email: info@ifso.nz

Write to: Insurance & Financial Services Ombudsman Scheme

PO Box 10-845

Wellington 6143

NEW ZEALAND

Duties information

Fairway Pension Transfers Ltd and our advisers have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

- give priority to your interests;
- exercise care, diligence, and skill;
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services;
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.

Contact details

Fairway Pension Transfers Limited (FSP553326, trading as Fairway Pension Transfers Ltd) is the Financial Advice Provider.

Call: 06 345 6184

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