

## [BUSINESS OVERVIEW]

# FINLAY ABBOT MORTGAGE BROKER LIMITED

## What We Do

Finlay is a Registered Financial Adviser who specialises in advice on residential property finance and personal insurance to home owners and property investors predominantly in Wellington.

Finlay's core focus is to continuously act in your best interests by providing top quality financial advice and service and become your long term Financial Adviser for mortgages and insurance.

## How We Work – The Start

Finlay uses a thorough advice process which is summarised as follows:

- We agree on the areas you need advice and establish the terms of our engagement
- Finlay collects relevant financial information from you prior to and during our meetings so that we have a full understanding of your current financial situation and your future plans
- We work through a specific process at our meetings designed to provide you with a detailed personalised financial plan in relation to your mortgage and insurance needs
- Finlay prepares and presents a Statement of Advice recording your financial plan and recommending products, lenders and insurers
- Finlay will work with you to implement your financial plan including agreed recommendations
- Finlay facilitates the application process for agreed products and services

## How We Will Work – The Future

- Finlay will monitor the implementation and review agreed strategies and actions on a regular basis
- Finlay will provide you with a future business relationship including regularly communicating with you about:
  - Fixed rate reviews – we have a comprehensive process in place to assist you*
  - Loan re-structures and future loan applications*
  - Correcting any Lender or Insurer errors*
  - Continuing to advise you on your changing insurance needs including assisting you with any claims*
- Our preferred form of communication, unless urgent, is by e-mail
- Our result = your referral – we do not advertise. All of our business is by word of mouth referral only

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### Experience, Qualifications & Awards

- Qualification – National Certificate in Financial Services (financial advice) in residential property lending, insurance, core industry knowledge and knowledge of the Code of Conduct for Financial Advisers
- Registered Financial Adviser (FSP63061)
- Over 25 years of continuous Banking and Financial experience in residential and business lending
- A variety of Lending and Credit Management roles in specialist Banks and Finance Companies in Wellington, Palmerston North, Auckland and London
- Commenced mortgage brokering on 1 April 1999 and have arranged over \$300 million of loans
- Winner – 2008 NZMBA New Zealand Mortgage Broker of the Year
- Winner – 2007, 2006 & 2003 PLAN NZ Mortgage Broker of the Year
- Winner – 2008, 2007 & 2006 NZMBA Greater Wellington Regional Broker of the Year

### Product Providers

Finlay is an Accredited Adviser with the following companies, and will recommend the products and solutions which best fit your circumstances and requirements:

### Mortgage Providers

AMP Home Loans, ANZ, ASB, National Bank, Sovereign Home Loans and Westpac.

### Insurance Providers

AMP, AIA, Asteron, Fidelity Life, One Path, Sovereign and Tower.

### Your Privacy

All discussions and information shared are subject to the Privacy Act 1993. You are entitled to have access to information from your files upon request. A detailed description of the authorised use of the information you supply is covered in the Authority & Declaration you sign with each loan application you make with Finlay.

Original supporting documentation you supply will be copied and returned to you. The copies will be held on your file so that they can be used in any future loan applications. Surplus paper which records your personal information is shredded.

We use an Excel Loan Application form, which we complete on your behalf from the information you provide to us. We can use this form with any Lender but will not do so without your express permission. You will be supplied with a full copy of the Excel Loan Application Form plus your Loan Recommendation upon settlement of your loan/s.

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### How We Get Paid

On settlement of a mortgage or issuance of a risk insurance policy, Finlay receives commission from the above product providers. The commission is generally of an upfront nature but may also include a small renewal or trail commission. Finlay also receives a fixed rate roll over fee from some providers when re-fixing your loan.

A full schedule of all providers commission rates is available on request.

Finlay may charge a one off fee for work completed for clients which does not attract a broker payment from the lender. This charge, if applied, will be agreed in advance with you using Finlay's Client Fee Mandate before any work is started.

Up-front commission can be 'clawed back' by all lenders and insurers if a minimum qualification period has not been met.

### Specialist Advisors

**Fire and Material Damage Cover** - Finlay has a referral relationship with Provincial Insurance Brokers (Provincial). In the event that Provincial arrange Insurance Cover then Provincial will pay Finlay a referral fee at its own discretion. The referral fee is paid from the brokerage paid by the insurer and does not increase the cost of your premiums.

**Legal and Accounting** – Finlay will make you aware of legal and accounting matters that may require your further attention, and it is strongly recommended that you seek advice from a professionally qualified specialist adviser in respect to such matters.

**Recommended Adviser:**

Legal - Scott Moran (Partner) and Robyn Daghish (Associate) Duncan Cotterill Solicitors.  
ph 04-499 3280 or [www.duncancotterill.com](http://www.duncancotterill.com)

### Professional Memberships, Business Partnership & Professional Insurance

**NZMBA** - Finlay holds current accreditation as a full member of the New Zealand Mortgage Brokers Association (NZMBA) and the business complies with the Association's Membership Rules and Code of Ethics and Standards.

For more information visit [www.nzmba.co.nz](http://www.nzmba.co.nz)

**SHARE NZ Ltd** – Finlay is a member and shareholder of SHARE NZ Ltd (SHARE). SHARE provides aggregation services in mortgages, insurance and investments throughout New Zealand. SHARE supplies Finlay with systems & support services some of which bears the SHARE brand.

For more information visit [www.sharenz.com](http://www.sharenz.com)

**Professional Insurance** - Finlay has professional indemnity cover for your ultimate protection. The maximum cover is \$1 million per claim. In proven cases, this protects Finlay's clients from financial loss due to fraud, gross negligence, gross misrepresentation, etc. (if perpetrated by Finlay). The Policy is held with QBE Insurance (International) Ltd and is managed by Advice First Ltd, Wellington, Ph 04 – 499 7926.