OPES MORTGAGES

opesmortgages.co.nz



Stage 1 Disclosure

Version 6 – 29/09/26

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Licensing information

Opes Mortgages Limited (FSP745811) is a Financial Advice Provider (FAP) regulated by the Financial Markets Authority. Opes Mortgages Limited is authorised under the licence of Opes Group Holding Company Limited (FSP774012) to provide financial advice.

Nature and scope of the advice

Our advisers provide financial advice about mortgages provided by the following product providers:

Mortgages:

AIA GO Home Loans
ANZ
ASAP Finance
ASB
Avanti Finance
Bank of China New Zealand Limited
Basecorp Finance
BNZ
China Construction Bank
Cressida Capital
Conrad Funds Management Limited (CFML)
DBR Property Financiers
First Mortgage Trust
Funding Partners
Gem by Latitude
Heartland Bank
KiwiBank
Liberty Financial Limited
Unity (Formerly NZCU)
ICBC
Pepper Money
Plus Finance
Prospa NZ
SBS Bank
Southern Cross Partners
The Co-operative Bank
TSB Bank
Westpac
MB Private Limited

Opes Mortgages does not provide financial advice services relating to:

- Legal or estate planning (e.g. wills, trusts, contracts, etc.)
- Insurance advice
- Investment products (e.g. shares, bonds, managed funds, KiwiSaver, etc.)
- Property Investment advice

You will need to consult an appropriate specialist if you would like advice on the above.

OPES MORTGAGES

To contact us:

Call: 0800 676 737

Email: vanessa@opes.co.nz

Write to: Level 2, 236 High Street, Christchurch 8011

Fees or expenses

In most cases, we are paid by the lender, and no fee is charged to you. However, in limited circumstances, Opes Mortgages may charge you a service fee for the financial advice we provide you, including where an upfront commission is not offered, or only a reduced commission is offered, by the product provider that your loan will be sourced through.

Of course, if you do choose to take out a mortgage, you will need to make the loan repayments, along with the other costs associated with getting a mortgage, like legal fees and insurance.

If you repay or refinance any loan, within a period of up to 28 months of inception ("clawback period"), we will have to charge you a fee based upon the amount of commission we will have to pay back to the lender. The fee reduces on a sliding scale based on the length of time you have had the loan. The closer to the end of the clawback period you are, then the lower the fee. For example, ANZ loan of $500,000 with 0.85% commission amounting to $4,250. The loan is repaid after 12 months. ANZ requires repayment by Opes Mortgages of 49.96% of the commission amounting to $2,123.30.

We will not charge you a clawback recovery fee if we were given the opportunity to secure new lending or refinancing for you but were unable to at least match a finance approval that you obtained elsewhere, or if we charged you an upfront Service Fee for arranging the original loan.

Conflicts of interest and commissions or other incentives

Opes Mortgages Limited will receive a commission from the lender that you choose if you decide to take out a loan through us. The amount of this commission is dependent on the lender and the amount of money you borrow. Commissions are between 0.50% to 5% on the amount of the loan and are paid to Opes Mortgages upon settlement of your loan. Opes Mortgages may also receive an ongoing commission of 0% - 0.20% of your mortgage balance annually (paid monthly by the lending provider).

Opes Mortgages will receive a refix fee between $0 - $200 from some banks for facilitating the refixing of your lending.

Opes Mortgages' advisers receive a salary plus a settlement fee of up to 0.10% of the loan settlement amount.

Related companies

We may refer you to related companies within the Opes Group for services such as investment property advice, accounting, insurance, or property management services.

Referrals are made with your best interests in mind, and you are under no obligation to use the services of any related company. You are welcome to use your own advisers and may seek alternatives independently should you wish to do so. Opes Mortgages does not receive any referral fees or commissions if you decide to use these services.

Because Opes Mortgages is part of a group, our directors hold (direct or indirect) ownership interests in the following related companies:

- Opes Licensee Services Limited T/a Opes Property (real estate sales)
- Opes Partners New Zealand Limited (property investment advice)
- Opes Insurance Limited (insurance advice)
- Opes Accounting Limited (accountancy services)
- Opes Property Management Limited.

Sue Foley from Landley Law Limited is one of the lawyers Opes Mortgages may recommend to clients. She is also the sole director of the three corporate trustee companies which own Opes Group Holding Company Limited.

Non-Monetary Incentives

Some product providers may provide our company and advisers with certain non-monetary benefits that support our business, such as subsidised training for our advisers. These benefits may also include bottles of wine during Christmas, tickets to sponsored events, or the occasional meal.

How do we manage conflicts of interest?

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.
- Record most client meetings and review a selection of them to make sure our advisers are doing right by you.
- 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 engage an independent compliance provider to check the financial advice we give.

Complaints handling and dispute resolution

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

Call: 0800 676 737

Email: complaints@opes.co.nz

Write to: Level 2, 236 High Street, Christchurch 8011

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, you can contact our external dispute resolution scheme, Financial Services Complaints Limited ("FSCL"). FSCL provides a free and independent dispute resolution service that may help to resolve your complaint.

To contact FSCL:

Call: 0800 347 257

Email: complaints@fscl.org.nz

Visit: www.fscl.org.nz

Our duties

Opes Mortgages 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.

Reliability event

On 11 November 2025, Opes Group Holding Company Limited (OPESG) was censured by the Financial Markets Authority (FMA) for breaching some of its financial advice licensee obligations. More information about this is available on the FMA website **HERE**.

Contact details

Call: 0800 676 737

Email: vanessa@opes.co.nz

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A written copy of this information is available on request and free of charge.