Loan Refix Disclosures

Commissions and incentives

Opes Mortgages will receive a fee from the following lenders when we assist you in refixing your loan.

Lender	Re-fix
ANZ	$200
ASB	$150
BNZ	Trail commission of 0.15% on the refix loan amount owing
Bank of China	$150
SBS	$150
The Co-operative Bank	$150

We do not receive a fee from lenders that are not listed above.

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.
- All our advisers undergo annual training about how to manage conflicts of interest
- We maintain registers of conflicts of interests and the gifts we receive. These registers are monitored regularly, and additional training is provided as required.
- We do not receive any commission or referral fee if you do decide to use the services of one of our related companies;
- We undertake an annual independent Compliance Assurance Review

Related companies

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) and
- Opes Property Management Limited

We may refer you to these companies as part of our recommendations – if you are getting lending advice as often you need help with some of these property services that our related companies can offer. However, Opes Mortgages will not receive any referral fee or commission if you do decide to use their services. Though of course, whether you choose to use one of these companies is entirely your choice.

Complaint process

If you are not satisfied with our 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 the Compliance Officer on complaints@opes.co.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 10 working days.
    - 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 FSCL. 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:

To contact FSCL: Call: 0800 347 257
Email: info@fscl.org.nz
Visit: www.fscl.org.nz

Duties information

We are bound by the duties of the Financial Markets Conduct Act to:

1. Meet the standards of competence, knowledge and skill set out in the Code of Conduct
2. Give priority to the clients' interests and
3. To exercise care, diligence, and skill in regards to the advice we provide and
4. Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.