

Balance Wealth Limited (FSP34684) holds a license issued by the Financial Markets authority to provide financial advice.

## What we do

We provide advice to our clients about their investments.

Our financial advisers provide financial advice in relation to KiwiSaver, managed funds and some direct equities and bonds.

We only provide financial advice about products from certain providers:



For KiwiSaver, we choose to work only with Booster and do not provide advice on KiwiSavers from any other providers.



For investment products, we provide advice on a wide range of NZ and international based managed investment products. For some clients, we also advise on NZX50 and ASX200 equities, and NZ government and corporate bonds.

## Fees and Charges

We do not charge for an initial meeting.

For a full investment recommendation to be prepared, we will charge a set fee (subject to GST) if the advice is not implemented within a 90-day period, to cover the time spent on the advice. This fee will be quoted once the scope of the advice is known. If the advice is implemented, there is no initial fee.

For ongoing investment advice and management, a percentage fee is charged based on the funds under management. This fee is charged monthly in arrears to the investment portfolio and is usually 1% pa of the funds under management. This is subject to GST.

Balance Wealth Limited receives an adviser fee of 0.25-0.50% of the funds under management in KiwiSaver which is paid to us by Booster. We also receive a \$30 one off initial payment from Booster for each new client investing in the Booster KiwiSaver Scheme. This is paid by Booster and not by Limited rec

For one-off advice or consultation, we will quote an hourly or fixed charge prior to commencing any work.

## Duties Information

Balance Wealth Limited, and anyone who gives financial advice on our behalf, have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>.

We are required to:

- Give priority to your interests by taking all reasonable steps to make sure our advice is not materially influenced by our 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 we have the expertise needed to provide you with 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 we treat you as we should and give you suitable advice).

## Conflicts of Interest and Incentives

To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our recommendations are made on the basis of the client's goals and circumstances. All our financial advisers undergo annual training about how to manage conflicts of interest.

All fees and commissions are received by Balance Wealth Limited and not by the adviser individually. All of our advisers are salaried employees and received no additional bonus or incentive payments.

Balance Wealth Limited has a System and Service Level Agreement in place with Consilium NZ Limited (Consilium). Consilium is a private company incorporated in 2012 and provides access to institutional pricing, investment advisory research, portfolio and client management systems to financial advisers. Balance Wealth Limited pays to Consilium a monthly fee for all systems and services provided under this Agreement.

## Contact Details

Balance Wealth (FSP34684) is the Financial Advice Provider.



You can contact us at:

Phone: 07 343 7440 or 027 788 8298

Email: [info@balancewealth.co.nz](mailto:info@balancewealth.co.nz)

Address: 1160 Hinemoa Street, Rotorua 3010

## Complaints Handling and Disputes Resolution

If you are not satisfied with our financial advice service, you can make a complaint by emailing [danielle@balancewealth.co.nz](mailto:danielle@balancewealth.co.nz), or by calling: 07 343 7440. You can also write to us at: 1160 Hinemoa Street, Rotorua, 3010.

When we receive a complaint, we will consider it following our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact the Financial Dispute Resolution Service.

Financial Dispute Resolution Service provides a free, independent dispute resolution service that may help investigate or resolve your complaint if we have not been able to resolve your complaint to your satisfaction.

You can contact Financial Dispute Resolution Service by emailing [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz), or by calling: 0508 337 337. You can also write to them at: Freepost 231075, PO Box 2272, Wellington 6140.

