

YOUWEALTH

Product Disclosure Statement

Issued by BNZ Investment Services Limited - 28 September 2021

This product disclosure statement replaces the product disclosure statement dated 29 September 2020.

This document gives you important information about this investment to help you decide whether you want to invest. There is other useful information about this offer on companiesoffice.govt.nz/disclose. BNZ Investment Services Limited has prepared this document in accordance with the Financial Markets Conduct Act 2013. You can also seek advice from a financial advice provider to help you to make an investment decision.



bnz 

1. Key information summary

What is this?

This is a managed investment scheme. Your money will be pooled with other investors' money and invested in various investments. BNZ Investment Services Limited (BNZISL, we, us and our) will invest your money and charge you a fee for its services.

The returns you receive are dependent on the investment decisions we make and the performance of the investments. The value of those investments may go up or down. The types of investments and the fees you will be charged are described in this document.

What will your money be invested in?

YouWealth (YouWealth or Scheme) has five funds (Funds) for you to invest in. These investment options are summarised in the table on page 2.

- More information about the investment target and strategy for each investment option is provided in the 'Description of your investment options' in Section 3.

Who manages YouWealth?

BNZISL is the Manager of YouWealth.

- See Section 7 'Who is involved?' for more information.

What are the returns?

The return on your investment is represented by any increase or decrease in the unit price of the Fund (or Funds) in which you invest.

Currently, no distributions will be made from the Funds. Any income received is reinvested in the underlying investments. If this approach changes, we'll let you know.

- For more information, see Section 2 'How does this investment work?'.

How can you get your money out?

You can make a withdrawal request at any time.

- See Section 2 'How does this investment work?' for more information about transacting.

Your investment in YouWealth can be sold but there is no established market for trading these financial products. This means that you may not be able to find a buyer for your investment.

The Governing Document does not permit the sale of units to a buyer without our approval.

How will your investment be taxed?

Each Fund is a portfolio investment entity (PIE).

The amount of tax you pay in respect of a PIE is based on your prescribed investor rate (PIR). To determine your PIR, go to ird.govt.nz/pir

- See Section 6 of the PDS 'What taxes will you pay?' on page 12 for more information.

Where can you find more key information?

We are required to publish quarterly updates for each Fund. The updates show the returns, and the total fees actually charged to investors, during the previous year. The latest Fund Updates are available at bnz.co.nz/youwealthhelp. We will also give you copies of those documents on request.

Our Funds

Fund name, description and investment objective ¹	Risk indicator ²	Annual fund charges ³ (% per annum)
<p>Growth Fund Invests mostly in growth assets, which generally have higher levels of risk with the potential for higher returns. It also has a modest allocation to income assets, which generally have lower levels of risk and potential returns.</p> <ul style="list-style-type: none"> • It aims to achieve higher returns over the long term. 	<p>Potentially lower returns</p> <p>1 2 3 4 5 6 7</p> <p>Potentially higher returns</p> <p>Lower risk Higher risk</p>	0.45%
<p>Balanced Growth Fund Invests mostly in growth assets, which generally have higher levels of risk with the potential for higher returns. It also has a sizeable allocation to income assets, which generally have lower levels of risk and potential returns.</p> <ul style="list-style-type: none"> • It aims to achieve medium to high levels of return over the long term. 	<p>Potentially lower returns</p> <p>1 2 3 4 5 6 7</p> <p>Potentially higher returns</p> <p>Lower risk Higher risk</p>	0.45%
<p>Balanced Fund Invests largely in growth assets, which generally have higher levels of risk with the potential for higher returns. It also has a sizeable allocation to income assets which generally have lower levels of risk and potential returns.</p> <ul style="list-style-type: none"> • It aims to achieve a medium level of return over the medium to long term. 	<p>Potentially lower returns</p> <p>1 2 3 4 5 6 7</p> <p>Potentially higher returns</p> <p>Lower risk Higher risk</p>	0.45%
<p>Moderate Fund Invests largely in income assets, which generally have lower levels of risk with the potential for lower returns. It also has a sizeable allocation to growth assets, which generally have higher levels of risk and potential returns.</p> <ul style="list-style-type: none"> • It aims to achieve moderate returns over the medium term. 	<p>Potentially lower returns</p> <p>1 2 3 4 5 6 7</p> <p>Potentially higher returns</p> <p>Lower risk Higher risk</p>	0.45%
<p>Conservative Fund Invests mostly in income assets, which generally have lower levels of risk with the potential for lower returns. It also has a modest allocation to growth assets, which generally have higher levels of risk and potential returns.</p> <ul style="list-style-type: none"> • It aims to achieve relatively stable returns over the short to medium term. 	<p>Potentially lower returns</p> <p>1 2 3 4 5 6 7</p> <p>Potentially higher returns</p> <p>Lower risk Higher risk</p>	0.45%

➔ See Section 4 ‘What are the risks of investing?’ for an explanation of the risk indicator and for information about other risks that are not included in the risk indicator. To help you clarify your own attitude to risk, you can seek financial advice or work out your risk profile at sorted.org.nz/tools/investor-kickstarter

1. For more details on how we invest your funds, including the allocation to income and growth assets, see Section 3 ‘Description of your investment options’. Information about the difference between income and growth assets is in *Other Material Information – More about YouWealth*.

2. As these Funds have not been in existence for five years, we have used a mix of actual and market index returns for the five-year period to 30 June 2021 to calculate the risk indicators. Therefore, the risk indicators may provide a less reliable indicator of the potential future volatility of the Funds. The inception date for the Funds was 21 May 2018. We have calculated the risk indicators using market index returns for the period 1 July 2016 to 31 May 2018 and actual returns have been used from 1 June 2018 until 30 June 2021.

3. See Section 5 ‘What are the fees?’ for more information.

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Investments made in YouWealth are not bank deposits or other liabilities of Bank of New Zealand (BNZ) or any other member of the National Australia Bank Limited group. They are subject to investment risk, possible delays in repayment, possible loss of income and possible loss of principal invested. No person (including the New Zealand Government) guarantees (either fully or in part) the performance or returns of YouWealth Funds or the repayment of capital. National Australia Bank Limited, the ultimate owner of BNZ, is not a registered bank in New Zealand but a licensed bank in Australia and is subject to the supervision of the Australian Prudential Regulation Authority.

2. How does this investment work?

Each Fund is a separate trust under a governing document (Governing Document). The Governing Document describes the rules of the Scheme. YouWealth is designed to help you invest for a better financial future.

➤ For more information about the Governing Document, see *Other Material Information - More about YouWealth*.

How your money is invested

Each Fund invests in a range of different types of assets from New Zealand and around the world. We've carefully selected specialist investment managers to manage the assets of the Funds. We've chosen these investment managers because we believe they are experts at what they do and how they do it.

When you invest in a Fund, your money is pooled with money from other investors in that Fund. We use that pool of money to buy investments for the Fund.

You will be issued units in your chosen Fund(s) based on the amount of money you invest. These units have a unit price.

Your investment return is represented by any increase or decrease in the unit price of the Fund(s) you invest in. Unit prices can go up and down depending on investment markets and the performance of the specialist investment managers we appoint.

Other factors influencing investment returns include the length of time you have been invested, the amounts and dates on which you have invested or withdrawn, the fees and expenses charged and the tax paid.

The Supervisor holds all investments and other assets on trust for your investment in each Fund. The assets of any one Fund cannot be used to meet the liabilities of another.

All investments involve an element of risk. This risk is the possibility that you may get back less than what has been put in or your return is lower than you expect.

The performance of your investment in YouWealth, including any returns or repayment of capital, isn't guaranteed by us, BNZ, the Supervisor, or any other person.

➤ For more information about how your money is invested, see *Other Material Information - More about YouWealth*.

Distributions from the Funds

Currently, no distributions will be made from the Funds. Any income received is reinvested in the underlying investments. If this approach changes, we'll let you know.

Why choose YouWealth?

Investing in YouWealth offers you a range of benefits.

- YouWealth is managed by investment specialists, who we've selected for their skills and experience.
- You get value for money, with an easy-to-understand fee structure, and no hidden charges.
- You can use BNZ Internet Banking or the BNZ app to view and manage your YouWealth investment.



Making investments

You can invest in YouWealth in several ways:

Investment type	Frequency
Initial investment	Your first investment.
Regular investment	Weekly, fortnightly, monthly, quarterly or annually.
Additional investment	At any time.

How can I make regular or additional investments?

- Online through BNZ Internet Banking
- by using the BNZ app
- by calling us on **0800 275 269**
- by visiting a BNZ branch
- You can also set up a direct debit for regular investments.

Currently there are no minimum investment amounts but we may introduce a minimum amount at any time.

Withdrawing your investments

When you make a withdrawal from YouWealth, the amount you get will reflect the value of the units redeemed on the processing date, adjusted for any fees, taxes, expenses and other adjustments that apply to your account. We are responsible for paying any withdrawals (including returns) to you.

You can request a withdrawal on any business day.

Withdrawal type	Frequency
Regular withdrawal - for when you need a regular payment from your account	Weekly, fortnightly, monthly, quarterly or annually.
Occasional withdrawal	At any time.

Currently there are no minimum withdrawal amounts but we may introduce a minimum withdrawal amount at any time.

How can I make regular or occasional withdrawals?

You can set up a regular withdrawal or make a one-off withdrawal:

- online through BNZ Internet Banking
- by using the BNZ app
- by calling us on **0800 275 269**
- by visiting a BNZ branch.

We may suspend withdrawals (or switches) from any Fund for up to 60 business days (unless the Supervisor approves a longer period). We may suspend where we think that allowing withdrawals (or switches) would:

- not be desirable, or
- be prejudicial to the interests of YouWealth investors in that Fund generally.

➔ For more information on how YouWealth works, including joining, making investments and withdrawals, see *Other Material Information - More about YouWealth*.

How to switch between Funds

You can switch your investment between Funds at any time (subject to any suspension).

You can make switches in BNZ Internet Banking, the BNZ app, by calling us on **0800 275 269** or by visiting us at any BNZ branch.

We will generally apply an adjustment to the unit price of a fund for applications and withdrawals (including switches) - these adjustments are also known as a buy/sell spread.

➔ See Section 5 for more about buy and sell spreads.

3. Description of your investment options

Growth Fund	Balanced Growth Fund	Balanced Fund
<ul style="list-style-type: none"> • Suitable for investors who are prepared to accept a high level of investment risk to potentially achieve a higher return. • Invests mostly in growth assets, and also has a modest allocation to income assets. • It aims to achieve higher returns over the long term. 	<ul style="list-style-type: none"> • Suitable for investors who are prepared to accept medium to high levels of investment risk to potentially achieve a medium to high level of return. • Invests mostly in growth assets, and also has a sizeable allocation to income assets. • It aims to achieve medium to high levels of return over the long term. 	<ul style="list-style-type: none"> • Suitable for investors who are prepared to accept a medium level of investment risk to potentially achieve a medium level of return. • Invests largely in growth assets and also has a sizeable allocation to income assets. • It aims to achieve a medium level of return over the medium to long term.

Risk Indicator^{1,2}

<p>Potentially lower returns Potentially higher returns</p> <p>1 2 3 4 5 6 7</p> <p>Lower risk Higher risk</p>	<p>Potentially lower returns Potentially higher returns</p> <p>1 2 3 4 5 6 7</p> <p>Lower risk Higher risk</p>	<p>Potentially lower returns Potentially higher returns</p> <p>1 2 3 4 5 6 7</p> <p>Lower risk Higher risk</p>
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Target investment mix³

<p>Income assets 20%</p> <p>Growth assets 80%</p> <p> <ul style="list-style-type: none"> ● Cash & cash equivalents ● New Zealand fixed interest ● International fixed interest ● Australasian equities ● International equities </p>	<p>Income assets 35%</p> <p>Growth assets 65%</p> <p> <ul style="list-style-type: none"> ● Cash & cash equivalents ● New Zealand fixed interest ● International fixed interest ● Australasian equities ● International equities </p>	<p>Income assets 40%</p> <p>Growth assets 60%</p> <p> <ul style="list-style-type: none"> ● Cash & cash equivalents ● New Zealand fixed interest ● International fixed interest ● Australasian equities ● International equities </p>
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Minimum suggested investment timeframe

10 years	10 years	7 years
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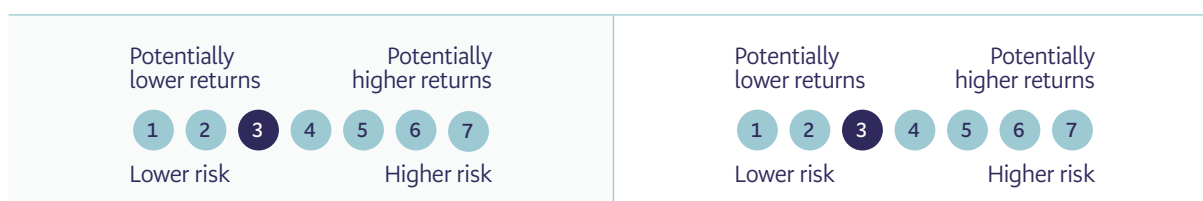
1. As these Funds have not been in existence for five years, we have used a mix of actual and market index returns for the five-year period to 30 June 2020 to calculate the risk indicators. Therefore, the risk indicators may provide a less reliable indicator of the potential future volatility of the Funds. The inception date for the Funds was 21 May 2018. We have calculated the risk indicators using market index returns for the period 1 July 2016 to 31 May 2018 and actual returns have been used from 1 June 2018 until 30 June 2021.

2. For more information on the risk indicator and the risks of investing see Section 4.

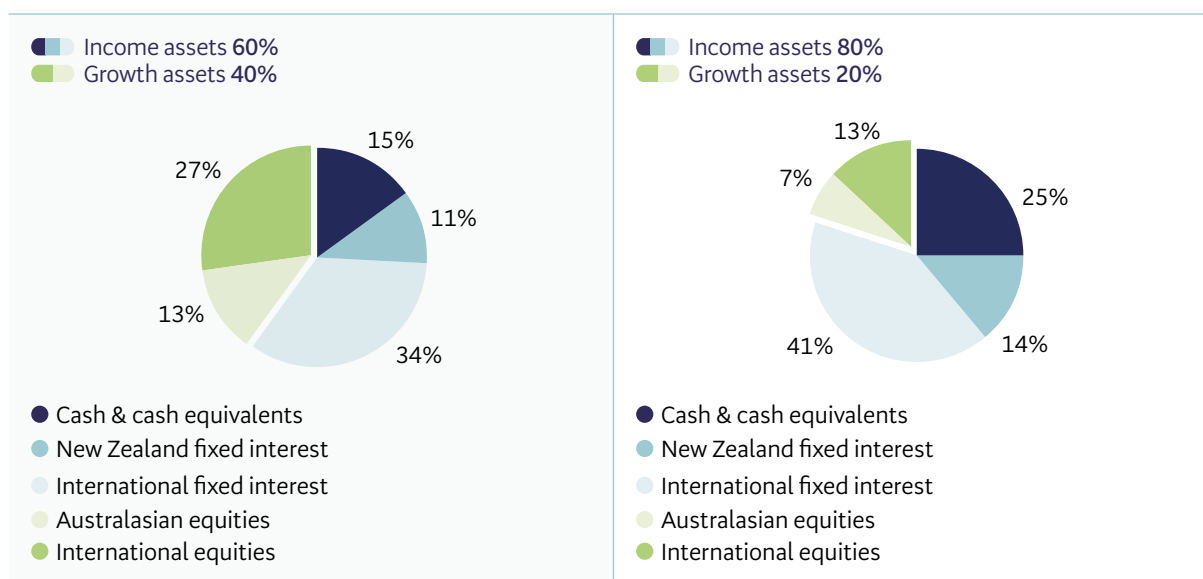
3. The actual investment mix may vary within allowable investment ranges, depending on market movements and other factors. Australasian equities and international equities may include an allocation to listed property securities.

Moderate Fund	Conservative Fund
<ul style="list-style-type: none"> • Suitable for investors who are prepared to accept some investment risk to potentially achieve a moderate return. • Invests largely in income assets, and also has a sizeable allocation to growth assets. • It aims to achieve moderate returns over the medium term. 	<ul style="list-style-type: none"> • Suitable for investors who have a cautious approach to investing but are prepared to accept some investment risk to potentially achieve relatively stable returns. • Invests mostly in income assets, and also has a modest allocation to growth assets. • It aims to achieve relatively stable returns over the short to medium term.

Risk indicator^{1,2}



Target investment mix³



Minimum suggested investment timeframe

5 years	3 years
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1. As these Funds have not been in existence for five years, we have used a mix of actual and market index returns for the five-year period to 30 June 2020 to calculate the risk indicators. Therefore, the risk indicators may provide a less reliable indicator of the potential future volatility of the Funds. The inception date for the Funds was 21 May 2018. We have calculated the risk indicators using market index returns for the period 1 July 2016 to 31 May 2018 and actual returns have been used from 1 June 2018 until 30 June 2021.

2. For more information on the risk indicator and the risks of investing see Section 4.

3. The actual investment mix may vary within allowable investment ranges, depending on market movements and other factors. Australasian equities and international equities may include an allocation to listed property securities.

How these funds invest

The Statement of Investment Policy and Objectives (SIPO) sets out details about how we manage the Funds, including the investment strategy and objectives, the target investment mix and allowable investment ranges of the Funds. We can change the SIPO after consulting the Supervisor. Any material changes to the SIPO will be advised in the YouWealth annual report, or in accordance with the Governing Document. The SIPO is available free of charge on the Disclose Register online at companiesoffice.govt.nz/disclose

- Further information about the assets in the Funds can be found in the Fund Updates at bnz.co.nz/youwealthhelp

Responsible investment

Responsible investment, including environmental, social, and governance considerations, is taken into account in the investment policies and procedures of the YouWealth scheme as at the date of this product disclosure statement.

- You can obtain an explanation of the extent to which responsible investment is taken into account in those policies and procedures at bnz.co.nz/investingresponsibly



4. What are the risks of investing?

Understanding the risk indicator

Managed funds in New Zealand must have a standard risk indicator. The risk indicator is designed to help investors understand the uncertainties both for loss and growth that may affect their investment. You can compare Funds using the risk indicator.



The risk indicator is rated from 1 (low) to 7 (high). The rating reflects how much the value of the Fund's assets goes up and down (volatility). A higher risk generally means higher potential returns over time, but with more ups and downs along the way.

To help you clarify your own attitude to risk, you can seek financial advice or work out your risk profile at [sorted.org.nz /tools/investor-kickstarter](https://sorted.org.nz/tools/investor-kickstarter)

Note that even the lowest category does not mean a risk-free investment, and there may be other risks that are not captured by this rating.

This risk indicator is not a guarantee of a Fund's future performance. The risk indicator is based on the returns data for the last five years. While risk indicators are usually relatively stable, they do shift from time to time. You can see the most recent risk indicator in the latest Fund Update for each Fund.

The risk indicator for each Fund is calculated based on the volatility of past returns over the 5 years ended 30 June 2021 (Relevant Period), which is not a full investment cycle. In some cases the risk indicator might differ if calculated using a longer timeframe.

Where the Relevant Period has had unusually low or unusually high volatility, the risk indicator may provide a less reliable indication of the potential future volatility of the Fund.

➤ For the risk indicator rating for each Fund, see Section 3 'Description of your investment options'.

General investment risks

Some of the things that may cause a Fund's value to move up and down, which affect the risk indicator, are:

- **Market risk**

The risk that the value of a Fund changes due to factors that affect a particular financial market or markets. This could include things like changes in the inflation rate, monetary policy by central banks, changes in taxation and regulation, global politics, changes in investor sentiment or a global pandemic.

- **Asset allocation risk**

The risk that the allocation of a Fund's assets, across different asset classes, affects a Fund's returns. Funds that invest more in growth assets (such as equities) carry greater risk but offer the potential of higher returns than Funds that invest more in income assets (such as cash or fixed interest).

- **Liquidity risk**

The risk that investments of a Fund cannot be sold without having a significant impact on their value, or cannot be sold at all. This risk is more likely to occur in times of market stress. You may not be able to withdraw some or all of your money when you want to, because withdrawals from one or more of the Funds that you invest in may be suspended.

- **Manager risk**

This is the risk that decisions made by us, and the managers of the underlying investment funds we use, may positively or negatively affect the return on your investment.

- **Currency risk**

The risk that the value of a Fund changes due to ups and downs in the exchange rate between the New Zealand dollar and other currencies.

➤ For more information about investment risks see *Other Material Information - More about YouWealth.*

5. What are the fees?

You will be charged fees for investing in YouWealth. Fees are deducted from your investment and will reduce your returns. The fees you pay will be charged in two ways.

- Regular charges (for example, annual fund charges). Small differences in these fees can have a big impact on your investment over the long term.
- One-off fees (currently none).

Fund	Annual fund charges (% of the net asset value of each Fund)	Indicative buy spread	Indicative sell spread
Growth Fund	0.45%	0.12%	0.10%
Balanced Growth Fund	0.45%	0.11%	0.10%
Balanced Fund	0.45%	0.12%	0.10%
Moderate Fund	0.45%	0.11%	0.10%
Conservative Fund	0.45%	0.10%	0.10%

The amount shown in the table is the maximum annual fund charge you could pay for each Fund. The buy/sell spreads are indicative only and they do not include minor variances that may occur due to decimal rounding.

Annual fund charges

The annual fund charges cover the total management fee for each Fund. This fee is accrued daily in each Fund's unit price and is paid to us monthly in arrears. It includes our management fee, the Supervisor's fee, underlying fund management fees and expenses (excluding transaction costs) and administration costs (such as audit fees, registry services and unit pricing and accounting services) of each Fund.

- There are other fees and expenses additional to the annual fund charges that may be incurred. See *Other Material Information - More about YouWealth* for further details about fees and expenses.
- For information about who is involved and what they do, please refer to Section 7.

Buy/Sell spread

Whenever you make a change that requires you to buy or sell units in a Fund (for example, when making an application, switching to a different Fund, making a withdrawal or closing your account), buy or sell spreads will generally be applied. The estimated transaction cost to make these changes will be reflected in the relevant unit price.

Buy and sell spreads are not a fee and they are not paid to us. They cover transaction costs like brokerage and custody costs that a Fund incurs when it transacts. Any difference between spread costs charged and transaction costs incurred are accounted for in the Fund and are reflected in your investment returns.

The indicative spreads shown in the table reflect our estimate of the Fund's transaction costs in normal market conditions. We expect the actual spread costs charged to align with our estimates, but spread costs can increase or decrease without notice, particularly in stressed market conditions. Spread costs will vary between Funds because of different transaction costs associated with underlying investments.

We review the level of the spread, at least annually, to ensure the level remains appropriate in the overall context of the market. Please see the worked example on the next page for how spreads are applied as part of the cost of investing.

- For more information about spreads, including the spread ranges, please refer to the *Other Material Information - More about YouWealth* document at bnz.co.nz/youwealthhelp
- You can locate the current buy/sell spreads at bnz.co.nz/youwealthspreads and find more information about spreads at bnz.co.nz/buysellspreads

GST

The fees don't include GST. If necessary, GST will be added.

The fees can be changed

We may:

- make changes to the fees for any Fund
- introduce new fees (including individual action fees, such as switching fees, that apply to specific decisions or actions).

We can only do this in line with the Governing Document. The Supervisor's fees may be changed by agreement with us.

If we increase fees or introduce new fees, we will give you and the Supervisor 30 business days' prior written notice.

We may waive or amend fees for certain investors. We may also agree with certain investor(s) to pay a proportion of the fees we receive to those investor(s) as a rebate. We do not currently offer fee rebates.

We must publish a Fund Update for each Fund showing the fees actually charged during the most recent year. Fund Updates, including past updates, are available at bnz.co.nz/youwealthhelp

Example of how fees/spreads apply to an investor

Ryan invests \$10,000 in the Balanced Fund. He has a starting value of his investment of \$10,000. A buy spread of 0.12% is incorporated in the unit price that he pays for his investment. This equates to \$12 (and is paid into the Fund, not to us).

This brings the starting value of his investment to \$9,988.

He is also charged management and administration fees, which work out to about \$44.95 (0.45% of \$9,988). These fees might be more, or less, if his account balance has increased or decreased over the year.

Estimated total fees/spreads for the first year:

Buy/sell spread: \$12

Fund charges: \$44.95

➔ See the latest Fund Update for an example of the actual returns and fees investors were charged over the past year.

This example applies only to the Balanced Fund. If you are considering investing in other Funds or investment options in the Scheme, this example may not be representative of the actual fees you may be charged.



6. What taxes will you pay?

Each Fund in YouWealth is a portfolio investment entity. The amount of tax you pay is based on your prescribed investor rate (PIR).

To determine your PIR, go to ird.govt.nz/pir. If you are unsure of your PIR, we recommend you seek professional advice or contact the Inland Revenue Department.

It is your responsibility to tell us your PIR when you invest or if your PIR changes. If you do not tell us, a default rate may be applied.

If the rate applied to your PIE income is lower than your correct PIR you will be required to pay any tax shortfall as part of the income tax year-end process. If the rate applied to your PIE income is higher than your PIR any tax over-withheld will be used to reduce any income tax liability you may have for the tax year and any remaining amount will be refunded to you.

None of the Funds are foreign investment zero-rate or foreign investment variable rate portfolio investment entities.

We will pay the tax on your investment on your behalf. We do this by canceling units in your investment. The amount of tax we will pay is based on your PIR and your share of the investment's taxable income. Tax will also be paid if you withdraw some or all of your investment or switch investments between Funds. If we receive a tax refund for you, we will use it to issue more units on your behalf.

If you are investing jointly with another person, we will use the PIR that is the highest PIR of all the joint investors together. Each joint investor will need to provide us with their own PIR and IRD number.

If you are not investing as an individual (for example, you are a trust, company, or charity) you may have a 0% PIR. If your PIR is 0% then you will need to pay any tax on the investment income attributed to you. If you are unsure if this applies to you, we recommend you seek guidance from a tax professional.

If you are a New Zealand resident trustee, you may be able to select a PIR that suits your beneficiaries. If this applies to you, we recommend you seek advice from a tax professional.

If you do not provide a PIR, you will be taxed at the highest PIR of 28%.

We may change your PIR if Inland Revenue tell us to.

You must provide us with your IRD number. If you do not provide your IRD number, we will be unable to open your investment account. If you do not provide the tax residency information we ask for we may suspend withdrawals from your account and your account may be closed.

7. Who is involved?

About us

We are a wholly owned subsidiary of Bank of New Zealand. National Australia Bank Limited, a licensed bank in Australia, owns Bank of New Zealand.

Other related companies may also provide their services to us, so that we can provide you with YouWealth.

- 🔗 To find out about our related companies, please see *Other Material Information - More about YouWealth*.

For general enquiries, you can contact us at:

Call: 0800 275 269

Email: bnz_investment_services@bnz.co.nz

Visit: Any BNZ branch

Write: BNZ Investment Team
Level 4, 80 Queen Street
Private Bag 92208
Auckland 1142

Who else is involved?

Who	Name	Role
Supervisor and custodian	The New Zealand Guardian Trust Company Limited (NZGT)	Responsible for supervising the performance of our duties in respect of YouWealth. The Supervisor is independent of us.
	NZGT is the custodian through its nominee BNZ Investment Services Nominees Limited (a subsidiary of the Supervisor)	The custodian holds the Scheme's assets on trust for you separately and independently from us.
Registry	Trustees Executors Limited	Provides unit registry services that detail the members and their unit holdings of the Scheme.
Administration Managers	BNZ	Provides customer management and certain administration functions.
	MMC Limited	Provides fund and administration services.

8. How to complain

We will acknowledge your complaint within five business days and work to resolve it as quickly as possible.

- Online:** bnz.co.nz/complaints
- Call:** **0800 275 269** (from New Zealand) or **+64 4 931 8209** (from overseas).
- Visit:** Any of our branches (please ask to speak to a manager if you would like to make a complaint).
- Write:** BNZ Customer Resolution
PO Box 995
Shortland Street
Auckland 1140

The Banking Ombudsman

If you have complained to us and we have not been able to resolve your complaint, you may refer the matter to the Banking Ombudsman, an independent dispute resolution scheme.

- Online:** bankomb.org.nz
- Call:** **0800 805 950**
- Email:** help@bankomb.org.nz
- Write:** Freepost 218002
PO Box 25327
Featherston Street
Wellington 6146
- Location:** Level 5, Huddart Parker Building
1 Post Office Square
Wellington 6011

Supervisor

The Supervisor's contact details are:

- Call:** **+64 9 909 5100**
- Write:** The New Zealand Guardian Trust
Company Limited
PO Box 274
Auckland 1140
- Location:** Level 14, 191 Queen Street
Auckland 1010

You can also contact the Supervisor's independent dispute resolution scheme operated by Financial Services Complaints Limited (FSCL) if the Supervisor hasn't been able to resolve your complaint.

- Online:** fscl.org.nz
- Call:** **0800 347 257**
- Email:** info@fscl.org.nz
- Write:** Financial Services Complaints
Limited
PO Box 5967
Lambton Quay
Wellington 6145

You won't be charged a fee by us, the Supervisor or either of the dispute resolution schemes to investigate or resolve your complaint.

9. Where you can find more information

<p>Our website bnz.co.nz/youwealthhelp</p>	<ul style="list-style-type: none"> • Other Material Information <ul style="list-style-type: none"> - More about YouWealth - Who manages my money? • Statement of Investment Policy and Objectives • Fund Updates
<p>Disclose Register</p>	<p>The above information is also available on the Disclose Register at companiesoffice.govt.nz/disclose</p> <p>Together with:</p> <ul style="list-style-type: none"> • YouWealth Financial Statements (once available) • Governing Document
<p>On request</p>	<p>We can provide you with copies of the above information at no charge on request. Our contact details are set out in Section 7. A copy of any of the information is also available on request to the Registrar of Financial Service Providers.</p>

10. How to apply



**Apply
online**

If you're already a BNZ customer, you can open a YouWealth account through Internet Banking or the BNZ app.

If you're not a customer, you'll need to open a transactional account with us before you can open a YouWealth account. Go to **bnz.co.nz/join** to open a transactional account.

Notes:



