



Financial Advice Provider Disclosure Statement

Bank of New Zealand (BNZ, we, us, our) is a Financial Advice Provider (FAP) and holds a FAP licence issued by the Financial Markets Authority (FMA) in accordance with the Financial Markets Conduct Act 2013 (FMCA) to provide financial advice services in New Zealand. BNZ gives this FAP disclosure in accordance with the FMCA and its regulations.

As a FAP licence holder, we provide financial advice services through our employees who are either Nominated Representatives (NRs) or Financial Advisers (FAs) under the FMCA. Our Financial Service Provider Registration number is FSP25101. This FAP Disclosure Statement is important because it provides information about the financial advice services that BNZ or our NRs and FAs provide to our customers. It should help you decide whether to use our advisers and whether to follow their financial advice.

BNZ is a registered bank

BNZ carries on business as a bank. Accordingly, we are registered as a bank by the Reserve Bank of New Zealand under the Banking (Prudential Supervision) Act 1989. We are part of the National Australia Bank Group (NAB), an international financial services organisation offering a large range of financial products and services.

Conditions of our FAP licence

Under the FAP licence, we may provide financial advice services to you either through a NR or a FA under certain conditions specified by the FMA including.

General conditions

1. We can only provide financial advice services on specific financial advice products listed below in the section 'Nature and scope of advice'.
2. We may nominate employees with appropriate skills as our nominated representatives who are able to give advice on our behalf.

Standard conditions

1. We must maintain adequate records in relation to financial advice given.
2. We must have an internal process for resolving customer complaints relating to our financial advice service.

Nature and scope of advice

The financial advice services we are able to provide include:

- investment planning services;
- financial advice on financial advice products;
- switching funds within a managed investment scheme, including KiwiSaver.

Generally, the financial advice products we are able to provide financial advice on include:

- The BNZ Investment Services Ltd managed BNZ KiwiSaver Scheme or other managed investment schemes;
- BNZ bank deposits, loans, overdrafts, credit cards, and other consumer credit contracts;
- BNZ Forward Exchange Contracts (FECs).

In certain cases, as noted above, we give advice in relation to products from particular product providers only. That means we do not, in our advice, consider products from other product providers.

Fees and other charges

We do not charge our customers for financial advice services, except for customers investing in the Private Bank Advisory Service. There is an ongoing monthly portfolio fee payable in arrears on a Private Bank customer's portfolio account that entitles the customer to a range of services - including financial advice services.

Commissions and benefits

Our Home Loan Partners and Small Business Partners may receive a discretionary incentive if customers take up new home lending products or new customers with business transactional accounts are onboarded. We will also benefit from fees payable to us for distributing products managed and issued by BNZ Investment Services Limited.

While we don't provide financial advice services on insurance products, we may receive a commission and/or benefit from insurers whose policies our customers are referred to and/or choose to take up.

Conflicts of interest

Under our Conflict of Interest policy, we are required to declare any conflicts that may exist, to describe how we manage those conflicts, and to ensure they don't impact on our service. Our banking advisers must follow certain guidelines when providing financial advice services to customers to ensure they prioritise customers' interests ahead of their own. These are some of the steps we take to manage potential conflicts of interest.

BNZ duties

We, and advisers providing advice on our behalf, are bound by law to:

- have enough competence, knowledge, and skill to advise you;
- act in your interests based on the agreed nature and scope of our advice to you;
- exercise care, diligence, and skill when advising you;
- meet the standards of ethical behaviour, conduct, and client care set out in the financial advice code of conduct.

Resolving a complaint or problem

Our goal is to provide you with the highest levels of quality service and support at all times. But if you do have a complaint or encounter a problem, please let us know as soon as you can. Your feedback helps us continue to improve the products and services we offer. We are committed to sorting things out as quickly and as fairly as possible, and we assure you that we will do our best to address your complaint quickly and sincerely. Full details of our complaints procedure are available at all BNZ branches and Partners Centres or online at bnz.co.nz

We have a well-established and highly effective escalation process, meaning we will work with you to address your concern as quickly as possible, while still providing you options to take the matter further if you are unhappy with the outcome.

First up, if you have a concern, please visit your local BNZ branch or Partners Centre, call us on **0800 275 269**, or send us your feedback through the Customer Feedback Form online.

If the problem is not solved there to your satisfaction, you may contact our BNZ Customer Resolution Team on **0800 788 999** (from overseas +64 9 976 6345), or fill in the Customer Feedback Form available online, or in our branches or Partners Centres. A member of the BNZ Customer Resolution Team will then work with you to resolve the matter.

Independent dispute resolution service

We are a member of the Banking Ombudsman Scheme. If you are not satisfied with the resolution suggested by our BNZ Customer Resolution Team, you can request a free, independent review from the Banking Ombudsman. You can find out more about the Banking Ombudsman by picking up a copy of the Banking Ombudsman brochure at any of our branches or Partners Centres. [Visit bankomb.org.nz for more information or to make a complaint.](http://bankomb.org.nz) The Banking Ombudsman can consider most (but not all) complaints.

You can also contact the Banking Ombudsman at:

Email: help@bankomb.org.nz
Telephone: 0800 805 950
or from overseas +64 4 915 0400
Facebook: www.facebook.com/bankombnz
Address: Freepost 218002
PO Box 25327
Wellington 6140

How to contact BNZ

Your first point of contact should be your branch or Partners Centre.

Other contact options are:

Email: Complete the email form online at bnz.co.nz/contact/email
Head Office: Level 4
80 Queen Street
Auckland 1010
New Zealand
Telephone: 0800 275 269
or from overseas +64 4 931 8209