

Our Details

Financial Advice Provider: Visavis Financial Ltd (FSP 509126), trading as INNOVEST

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Visavis Financial Ltd (INNOVEST) has been granted a Class 2 Financial Advice Provider Licence by the Financial Markets Authority.

What sort of advisers are we?

INNOVEST provides advice to our clients about their mortgages, personal loans, life insurance, health insurance, and KiwiSaver. Our financial advisers provide financial advice in relation to these financial advice products.

We only provide financial advice about products from certain providers.

For mortgages, we work with the following lenders

ANZ, ASB, BNZ, Westpac, Go Home Loans (formerly Sovereign Home Loans), The Co-operative Bank, TSB, DBR Finance, Avanti Finance, SBS, Resimac, Liberty Finance, Asset Finance, Basecorp, Goldband Finance, Prospa, Select Finance, Bluestone, First Mortgage Trust, ASAP Finance, Unity (NZCU Baywide), Cressida Capital, Southern Cross, Kiwibank

For life insurance, we work with the following insurers

AIA, Asteron, Chubb Life, Fidelity Life, Partners Life

For health insurance, we work with the following insurers

Accuro, AIA, NIB, Partners Life

For KiwiSaver, we work with the following providers

Generate, NZFunds, Booster

For personal loan and car loan, we work with the following provider

GEM Latitude, Oxford, Finance Now

For other products such as Fire & General Insurance, Managed Funds, and Money Transfer services, we may refer you to the following service providers. For these types of services, we may receive an upfront commission only, a trail commission only, or both. These fees are paid to us by the service provider and are outlined under Our Fees section below. These service providers will have their own advisers who can give general advice on their products or refer you to an adviser who can provide in-depth advice if required.

For fire and general insurance and business insurance, we may refer you to the following insurers

- AON Stylecover, Tower, AON CPF Business Insurance, Blanket, Abbott

For Managed Funds

- Generate and NZFunds

For money transfer service, we may refer you to the following provider

- OFX

For personal loan and car loan, we may refer you to the following provider

- Better Finance, GEM Latitude, Oxford, and Finance Now

For pet insurance, we may refer you to the following provider

- Petcover

What should you do if something goes wrong?

We are always looking for ways to improve our service to you. If something has gone wrong, we want to know. Please send an email to complaints@innovest.co.nz and tell us what has happened and how we can resolve matters. If you have any documents or correspondence that will help us understand your complaint, please attach them to the email.

When we receive your complaint, we will:

- acknowledge your complaint within 1-2 working days
- gather and evaluate information about your complaint
- respond to you within 20 working days.

If we cannot agree on how to resolve the complaint, you can contact Financial Services Complaints Limited (FSCL). FSCL are an independent, not-for-profit, external dispute resolution scheme approved by the Minister of Consumer Affairs. FSCL's service does not cost you anything and they will help resolve the complaint.

You can contact FSCL:

- by calling 0800 347 257
- by emailing complaints@fscl.org.nz
- through FSCL's website: www.fscl.org.nz
- writing to: FSCL, PO Box 5967, WELLINGTON 6011

How we are regulated by the Government

You can check that we are a registered Financial Advice Provider at www.fspr.govt.nz. The Financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings.

You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under "What should you do if something goes wrong?").

Our fees

As Financial Advisers, we are usually paid by the Provider that you choose to use. On some occasions we are not paid directly, and therefore may invoice you directly for our services. In

these events, you will be notified in advance, and asked to confirm your acceptance of the fee(s) prior to our commencing work on your behalf. There will be no charges for any work not previously discussed and agreed upon.

In situations where we are not giving advice, but instead referring your business to an external provider, we may be paid the following fees.

Product	Upfront	Renewal
AON – Fire & General Insurance	15% of company premium	15% of company premium
Tower – Fire & General Insurance	10% of company premium	5% of company premium
Blanket – Fire & General Insurance		6.25% of company premium
AON – Business Insurance	20% of net broker commission	
Abbott	20% of net broker commission	
Personal Loans	Up to 3% of loan amount	
Car Loans	Up to 4% of loan amount	
OFX	20% of company gross revenue	
Managed Funds		0.125% of the account balance

Conflicts of Interest and Incentives

For life insurance and health insurance, INNOVEST and the financial adviser receive commissions from the insurance companies on whose policies we give advice. If you decide to take out insurance, the insurer will pay a commission to INNOVEST and your financial adviser. The amount of the commission is based on the amount of the premium.

For mortgages, INNOVEST and the financial adviser receive commissions from the banks with whom we arrange mortgages. If you decide to take out the mortgage, the bank will pay a commission to your financial adviser. The amount of the commission is based on the amount of the mortgage.

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. We undertake a compliance audit, and a review of our compliance programme annually by a reputable compliance adviser.

Duties Information

INNOVEST, 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. We are required to:

- give priority to your interests by taking all reasonable steps to make sure our advice isn't 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).

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>.

This Disclosure Statement (version 12) was updated on the 10th of October 2024