Important information about our business

Macallan Capital & Advisory Limited (trading as Macallan Capital) holds a Financial Advice Provider licence issued by the FMA to provide financial advice services. Macallan Capital & Advisory Limited's Financial Services Provider Number is (FSP1011668).

Our office contact details:

Address: **27 Fairose Drive, Richmond, 7020**

Phone: ***021 903 480***

Email: **pete@macallan.co.nz**

Website: **https://www.macallan.co.nz**

Nature and Scope of financial advice services

Our services	• Managed fund investment strategies • Debt management (including borrowing for personal, business and investment purposes) • KiwiSaver investment strategies and retirement planning
Products we can provide financial advice about	• KiwiSaver investments • Managed investments • Loans including residential and commercial mortgages

We provide advice in relation to products provided from the following companies:

- BNZ
- Westpac
- Pepper
- Xceda
- ASB
- ANZ
- Bizcap
- Prospa
- Liberty
- Avanti
- MCF
- Finbase
- Heartland
- SBS
- NBS
- TSB
- Gold Band
- Milford
- Generate
- Kernel
- SBS Wealth
- Consilium
- Amova
- Select (JMI)
- Pathfinder
- Booster
- Fisher Funds
- InvestNow

Our fees

Lending:

Generally, Macallan Capital does not charge a fee for providing advice for residential lending. In some instances, Macallan Capital will not receive a commission for the advice provided (or it is "clawed back" either partially or fully). In these instances, a fee will be charged. These examples include:

- A "bridging" loan, where the original loan will be paid back within a "claw-back" period from the sale of an asset. The "claw-back" relates to a claw-back of any commissions paid to the advisor (or advisor's firm) due to a loan being repaid within a designated time frame (typically within 27 months).

- Certain commercial transactions such as commercial and agribusiness loans.

- If an agreed service is completed but does not proceed to implementation, we may charge an advice fee based on the time spent providing our services at a rate of $250 + GST per hour. Any such fee will be discussed and agreed with you before being charged.

In all instances, any fees will be disclosed during the advice process. The fee will not be greater than 1% of the new lending.

Investments:

Macallan Capital charges a fee for financial planning, however, this will be discussed at the initial meeting (the initial meeting is free of charge). We are remunerated through commissions from investment providers or in some cases a trail fee based on the balance of the portfolio. We work with an extensive range of providers to cater for a broad range of investor preferences. All commissions will be disclosed through the advice process (and prior to implementation of any new plan).

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs.

However, we will agree on all additional costs with you prior to incurring them.

Commissions

For services in relation to investments / loan products, commissions may be paid by the product provider as follows:

Initial Commission	A percentage of the value of your loan balance.
Ongoing Commission	A percentage of the value of your investment balance or outstanding loan amount, usually calculated at the end of each month in which you hold the investment or loan.

Macallan Capital may receive commissions at settlement from the relevant lender if you choose to make changes to, or take out, a mortgage following our advice. The commissions are between 0.50% and 0.90% of the initial mortgage balance or amount funded. Macallan Capital may also receive 0.15% per annum to 0.20% per annum of the mortgage balance in trail commission.

Macallan Capital may also receive a fixed rate roll over fee from some product providers if we assist in refixing your loan.

We're paid between 0.20%-0.50% per annum of the total KiwiSaver balance by the KiwiSaver provider of choice to cover the expense of providing ongoing advice and support.

Please note that in most cases the fee paid to Macallan Capital does not increase the overall fee you would pay as a KiwiSaver customer. (Any exceptions will be highlighted through the advice process.)

For managed fund products, an adviser fee of 0.25% per annum will be payable in addition to any manager fees. These will be disclosed and clarified through the advice process.

Some providers pay a one-off fee for a new or existing account at no expense to the customer. This can range between $0-$400.

Conflicts of interest or other incentives

We are here for our clients and to advise you as best we can. Your interests are our priority although we do have business relationships with product providers also.

From time to time our product providers assist us with funding so we can bring our advisers together for conferences and professional development training.

How we manage any 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 interest and the gifts and incentives we receive. These registers are monitored regularly, and additional training is provided as required.
- We undertake an annual independent Compliance Assurance Review.

Our duties and obligations to you

We are bound by the duties of the Financial Markets Conduct Act (431I, 431K, 431L and 431M) to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Conduct
- Give priority to the clients' interest, and
- Exercise care, diligence and skill, and
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct.

Our Internal complaints process

If you have a problem, concern, or complaint about any part of our advice or service, please tell us so that we can try to fix the problem.

Our internal complaints manager is Pete Carey who can be reached via email at pete@macallan.co.nz or 021 903 480. Pete will reply to you within 24 hours.

Our external complaints process

If we cannot agree on how to fix the issue, or if you decide not to use the internal complaints scheme, you can contact our external disputes resolution scheme: Financial Services Complaints Limited. This service will cost you nothing, and will help us resolve any complaints.

You can contact Financial Services Complaints Limited at:

Address

Financial Services Complaints Limited

PO Box 5967

Wellington

6140

Phone number: 0800 347 257

Email address: complaints@fscl.org.nz