



Financial Advice Provider Disclosure Statement

This Disclosure Statement provides you with important information about the financial advice services provided by Hatch Financial Services Limited ('Hatch', 'we', 'us' and "our"). This Disclosure Statement was prepared on 15 March 2021.

About Us

Hatch holds a Transitional License & is registered with the Financial Markets Authority

Name of Financial Advice Provider: Hatch Financial Services Limited

Trading as: Hatch

FSPR Number: 764371

Address: 470 Parnell Road, Parnell, Auckland

Phone: 0800 428 244

Email: support@hatchaplan.co.nz

Website: www.hatchaplan.co.nz

Licensing Information

We operate under a transitional licence issued by the Financial Markets Authority in the name of: Hatch Financial Services Limited to provide a financial advice service.

FSP Number: 764371

Nature and scope of advice

The information below will help you understand what type of advice will be provided.

Services we provide

Hatch will help you choose a loan that is suitable for your purpose from a panel of lenders (see below). Once we have chosen a lender and loan terms that are suitable for you, we will help you to obtain an approval.

Banks and lenders we use

We source loans from a panel of approved lenders. The current lenders we can use are:

ANZ, BNZ, Westpac, ASB, TSB, SBS, The Co-Operative Bank, Resimac, Bank of Queensland, ASAP Finance, Avanti Finance, CMFL (Funding Partners), Cressida Capital, DBR, First Mortgage Trust, Heartland Bank, NZCU Baywide, Select Home Loans, Southern Cross Partners, ZIP Business

Products we provide

The types of financial advice products we can give advice on are:

- Home Loans
- Investment Loans
- Construction Loans
- Business Loans

Fees and expenses

Generally, Hatch won't charge you any fees for the financial advice we provide to you. This is possible because, on settlement of a loan, we usually receive commission from the lender. Any exceptions to this general position are explained below. If you request that we provide financial advice and we do not receive a commission from the lender, we may charge you a one-off fee; and/or in the event that the commission paid by the lender does not cover a fair hourly rate for our services. Any such fee would be agreed and authorised by you in writing before we complete the services, and would be based on an estimate of the time spent providing the advice. This may arise in the rare event that you request that we provide services in relation to either a product that is offered by a lender that we do not hold an accreditation with, or a product that is outside our usual arrangements with our product providers. You will be invoiced for any one-off fee and will be given 30 days to make payment.

Conflict of interests and Commissions

On settlement of a mortgage we usually receive commission from the applicable product provider. The commission is generally of an upfront nature but may also include a trail commission. We also receive a fixed rate roll over fee from some product providers if we assist in refinancing your loan. We manage these conflicts of interest by:

- Always recommending the best product for your purpose regardless of the type and amount of commission we will receive.

- Ensuring the amount of any loan is in accordance with your identified needs.

- As soon as we know the type of loan and amount we are putting in place, and that it has been accepted by the lender, we can let you know the amount and frequency of the commission received. We can also receive a referral fee or commission if we refer you to our referral partners.

Privacy policy & security

We will collect personal information in accordance with our Privacy Policy. We regard client confidentiality as of paramount importance. We will not disclose any confidential information obtained from or about you to any other person, except in accordance with our Privacy Policy. The platform we use is secure and run on Microsoft Azure Web Services.

Complaints Process

If you have a complaint about our financial advice or service, you need to tell us about it. You can contact our internal complaints service by phoning on 0800 428 244 emailing us at support@hatchaplan.co.nz using the heading Complaint - (Your Name) Please set out the nature of your complaint, and the resolution you are seeking. We will acknowledge receipt of this within 24 hours. We will then record your complaint in our Complaints Register and will work with you to resolve your complaint. We may want to meet with you to better understand your issues. We will provide an answer to you within 7 working days of receiving your complaint. If we cannot agree on a resolution, you can refer your complaint to our external dispute resolution service. This service is independent and will cost you nothing and will assist us to resolve things with you.

Details of this service are:

Financial Services Complaints Limited

complaints@fscl.org.nz 0800 347 257

Our Duties

Our advisers are bound by and support the duties set out in the Financial Markets Conduct Act 2013. These duties are to:

- Meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code).
- Give priority to my client's interests.
- Exercise care, diligence, and skill.
- Meet the standards of ethical behaviour, conduct, and client care set out in the Code.

Availability of Information

This information can be provided in hardcopy upon your request by contacting us at support@hatchaplan.co.nz