

Simon Parr - Disclosure Guide

Here is some key information you need to know to help you understand what type of advice I am able to give you, so that you can make an informed and confident choice when engaging me. This Disclosure Statement was prepared on 15 March 2021.

Details about me and my Financial Advice Provider

I am a Financial Adviser, I give advice on behalf of a Financial Advice Provider. My details are set out below:

Full Name: Simon James Parr

Address: 470 Parnell Road, Parnell, Auckland

Phone: 021 496 988

Email: simon@hatchaplan.co.nz

FSPR Number: 505687

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

My Financial Advice Provider is a member of NZ Financial Services Group Limited; and licensed to provide a financial advice service under a current Transitional License issued by the Financial Markets Authority.

Nature and scope of advice

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

Services I provide

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

Banks and lenders I use

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

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

Products I can help you with

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

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

What else I can offer

I can help you with other services through my referral partners set out below: Tower (Fire & General); Asset Finance; XE Money; UK Pension Transfers

I am unable to offer legal or tax advice and recommend you consult your solicitor or accountant for this type of advice.

Fees and expenses

Generally, I won't charge you any fees for the financial advice I provide to you. This is possible because, on settlement of a loan, I usually receive commission from the lender. Any exceptions to this general position are explained below. If you request that I provide financial advice and I do not receive a commission from the lender, I 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 my services. Any such fee would be agreed and authorised by you in writing before I 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 I provide services in relation to either a product that is offered by a lender that I do not hold an accreditation with, or a product that is outside my usual arrangements with my 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, I usually receive commission from the applicable product provider. The commission is generally of an upfront nature but may also include a trail commission. I also receive a fixed

rate roll over fee from some product providers if I assist in refixing your loan. I manage these conflicts of interest by:

- Always recommending the best product for your purpose regardless of the type and amount of commission I will receive.
- Ensuring the amount of any loan is in accordance with your identified needs.
- As soon as I know the type of loan and amount I am putting in place, and that it has been accepted by the lender, I can let you know the amount and frequency of the commission received. I can also receive a referral fee or commission if I refer you to our referral partners.

Privacy policy & security

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

Complaints Process

If you have a complaint about my financial advice or service, you need to tell me about it. You can contact my internal complaints service by phoning on 0800 428 244 emailing them 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. I will acknowledge receipt of this within 24-48 hours. I will then record your complaint in our Complaints Register and will work with you to resolve your complaint. I may want to meet with you to better understand your issues. I 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 my 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

I am 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