

DISCLOSURE STATEMENT

PUBLICLY AVAILABLE INFORMATION

Here is some general information about our business to help you decide if you want to seek our advice.

Licensing information

NZ Financial Services Group Limited (FSP286965) holds a license issued by the Financial Markets Authority to provide financial advice. Logic Finance Limited (FSP620209) is authorized under the NZ Financial Services Group Limited to provide financial advice.

Nature and Scope of Advice

Logic Finance Limited provides advice to our clients about their mortgages and mortgage related work, such as refix and restructure of the mortgages. 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 (see attached list of lenders)

Commission

On settlement of a loan, we usually receive commission from the applicable product provider. The commission is generally of an upfront nature but may also include a renewal or trail commission. We also receive a fixed rate roll over fee from some product providers if we assist in refinancing your loan.

This commission is used to remunerate the financial adviser that provides the advice, and to pay the expenses associated with running our business including any rent, staff costs and IT resources. From this commission we also pay NZ Financial Services Group Limited for services they provide to us in connection with our authorisation under their licence from the Financial Markets Authority.

We take steps to ensure that the receipt of commissions does not influence the advice we give to you and that our advisers prioritise your interests by recommending the best product for your purpose regardless of the type and amount of commission we or they may receive. We do this by:

- Ensuring our advisers follow an advice process that ensures they understand your needs and goals.
- Ensuring our advisers receive regular training on how to manage conflicts of interest.
- Providing you with a schedule showing commission amounts and types by product provider. This schedule is contained within each Financial Adviser's personalised Disclosure Guide. A Financial Adviser will provide you with more information about commissions during the advice process.

Fees and Expenses

Generally, we don't charge you any fee for the advice and transactional solutions that we provide to you. This is possible because, on settlement of a mortgage, we usually receive commission from the applicable product provider as described above. There are two exceptions to this general position which are explained below.

We may charge you a one-off fee in the following situations:

- (a) No commission: If you request that we provide services in relation to a product or service and we do not receive a commission. 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 provider that we do not hold an accreditation with, or a product that is outside our usual arrangements with our product providers.

Should we need to charge you a fee, you will be invoiced and will be given 30 days to make payment.

Conflicts of Interest and Incentives

Logic Finance Limited and our financial advisers receive commissions from the providers on whose products we give financial advice (banks and other lenders). If you decide to take out a mortgage, the provider will pay a commission to Logic Finance Limited and to your financial adviser. The amount of commission is based on the amount of mortgage and vary between the lenders.

As part of our overall process, we sometimes refer our clients to Tower for Fire & General Insurance. We receive a small referral fee for this service.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives.

To ensure that our financial advisers prioritise our clients' interests above their own, we follow an advice process that ensures our recommendations are made on the basis of each client's goals and circumstances. All our financial advisers undergo annual training about how to manage conflicts of interest. We maintain registers of conflicts of interests, and the gifts and incentives we receive.

Complaints

If you have a complaint about our service you need to tell us about it. You can contact our internal complaints service by phoning us on 021 022 68616 or emailing us at info@logicfinance.co.nz with 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 notify our Licence Holder. We may want to meet with you to better understand your issues.

We will then investigate your complaint and provide a response to you within 7 working days of receiving your complaint. If we need more time to investigate your complaint, we'll let you know.

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:

Insurance and Financial Services Ombudsman Scheme at:

Address: P. O Box 10-845, Wellington 6143
Telephone: 0800 888 202 or 04 499 7612
Email Address: info@ifso.nz

Our Duties

Anyone within our business giving advice is bound by and supports the duties set out in the Financial Markets Conduct Act 2013. These duties are:

- Meet the standards of competence, knowledge, and skill and the standards of ethical behaviour, conduct, and client care set out in the Code of Professional Conduct for Financial Advice Providers.
- Give priority to your interests.
- Exercise care, diligence, and skill.

Contact Details:

Logic Finance Limited (FSP620209) is the Financial Advice Provider.

You can contact us at:

Phone: 021 022 68616
Email: info@logicfinance.co.nz

You can also visit our office by prior appointment:

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Papatoetoe
Auckland 2025