

Public Disclosure Statement



Important Licensing Details

Greener Grass Limited (FSP722012) trading as Key Mortgages holds a licence issued by the Financial Markets Authority (the government agency that monitors financial advisers).

Office Contact Details:

Address: 3 Hunt Street, Whangarei
Telephone: 021 470 403
Email: jeremy@keymortgages.co.nz

Nature and Scope of financial advice services

Key Mortgages provides advice about mortgages . I am a financial adviser providing advice about mortgages and loans products.

We deal with a range of product providers including

- ANZ Bank.
- ASB Bank.
- BNZ Bank.
- Sovereign Home Loans.
- Westpac Bank.
- SBS Bank.
- The Co-operative Bank.
- Heartland Bank.
- A number of other non bank lenders.

Other services I can assist with:

I work closely with other related industries and can refer to partners including Personal and Risk Insurances, Fire and General Insurances, Solicitors, Valuers, Accountants and Foreign exchange.

Our Fees

For mortgage advice, Greener Grass Limited will receive commissions from the bank/lender. If you decide to take out a loan, the bank/lender will pay a commission to Greener Grass Limited as indicated below:

- The commissions for the bank lenders range between 0.55% to 0.85% of the value of the mortgage. The amount depends on which bank lender and what type of mortgage you choose.
- The commissions for the non bank lenders can vary and typically range between 0.5% to 3.0% of the value of the mortgage. The amount depends on which non bank lender and what type of mortgage you choose.
- We may also receive an ongoing support commission of between 0.15% and 0.2% of the remaining balance of your loan each year, or a refix commission of \$150 per loan refixed. The amount depends on which bank/lender and what type of mortgage you choose.

In some instances Key Mortgages may charge a fee for the financial advice provided. Whether a fee will be charged and the manner in which it will be charged will be advised when the advice is provided to you. This fee is typically paid via the lender and then payable when the loan is advanced, or payable by the 20th of the month after the invoice has been issued.

Greener Grass Limited pays me a shareholder's salary.

Conflicts of interest (if any)

To ensure that I prioritise your interests above my own, we follow an advice process that ensures my recommendations are made on the basis of your individual goals and circumstances.

I undergo ongoing training about how to manage conflicts of interest. We maintain registers that record conflicts of interest, and the gifts/incentives I may receive. Greener Grass Limited monitors these registers and provides additional training where necessary.

Greener Grass Limited performs an annual review of our compliance programme.

Referral Fees: We may reward our clients who refer us business by way of vouchers or gift cards. We may also receive referral commission from referral partners including insurance providers or real estate agents.

Internal complaints process

If you are not satisfied about any part of the advice given, please tell us about it so we can try to correct the problem. You can contact our internal complaints service by emailing enquiry@keymortgages.co.nz with subject [complaint] or by phoning 021 470 403.

We will acknowledge the complaint within two days, review and discuss with you how we will resolve this and obtain any additional information if required

We aim to resolve any complaints within 10 working days of receiving and will advise if we need further time to consider or to collect further information.

We will contact you via email or phone to let you know whether we can resolve your complaint.

If we cannot agree on a resolution, then you can contact our dispute resolution service which is free and independent.

You can contact Financial Services Complaints Limited at complaints@fscl.org.nz or 0800 347 257

Our duties and obligations:

I am bound by the duties of the Financial Markets Conduct Act 2013 relating to the way we give advice by:

Give priority to the clients' interests

Meeting 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

Exercise care, diligence and skill and meet the standards of ethical behaviour, conduct, and client care set by the Code of Conduct