



Important information about us

Mortgage Success Ltd

10th March 2021 Version 1.2

Our company

Mortgage Success Ltd (FSP110046, trading as Mortgage Success Ltd) is a Financial Advice Provider (FAP) licensed and regulated by the Financial Markets Authority to provide financial advice.

Beside employees and contractors, we also have authorised certain companies to provide financial advice under our licence. Please contact us or click [Authorised Body](#) to obtain a full list of these companies.

We can provide advice on

We only provide advice and transactional solutions for mortgage including Residential Home Loan, Commercial Loan, Business Loan, Assets Lending, Construction Loan, Development Loan and Loan Maintenance in relation of the [following product providers](#) (click to see details).

Our fees and costs

We do not charge you a fee if you decide to take a loan with listed providers above. The providers will pay us commission if you take up our advice and settle the loan. However, we may charge you for the clawback cost which product provider charges us if you cancel or refinance your mortgage within certain period after loan settled. More specific details will be provided after we have discussed further and understood your plan and needs.

We may charge you an hourly fee for the services performed if you decide not to act on my advice. This will be based on the time it has taken to prepare my advice.

Our advisers will charge a one-off fee in the rare event that you require us to act on your behalf in a transaction whereby we do not receive commission from the above providers, or with a provider we do not hold an accreditation with. The fee charged will depend on the loan amount you settled; however, it will range from 1% - 2% of your total lending. The exact fee we will charge will be confirmed at the time the advice is provided. All of our fees are payable within 3 days of the date you receive our invoice.

You may need to pay application fee to Lenders on their term of payment. This amount will be based on your settled loan amount.

Our commissions

We are paid in the form of commission from above listed products providers through which we place business. The amount of the commission we receive depends on your settled loan amount. Generally we receive an upfront initial commission of between 0.425% - 1.5% of the settled loan amount from all listed providers. We only receive annual ongoing commission of between 0.15% - 0.2% for outstanding loan every year from Westpac, Bluestone & Sovereign). We will provide more specific details of these commissions once we have talked to you and understand your needs.

To ensure our advisers prioritise our clients' interest:

- We follow an advice process that ensures our recommendations are made appropriately, based on clients' goal and circumstances.
- All our 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. These registers are monitored regularly, and additional training is provided as required.
- We undertake an annual independent Compliance Assurance Review by Strageti.

If you have a complaint

If you have problem, concern, or complaint about any part of my service or financial advice, please tell us as soon as possible so that we can try to fix that. You can log into the Trail client portal and pressing on the “Make a Complaint” button on the bottom right of the page. Or you can contact me directly. Or you’re welcome to Contact Paul Wang, the director of Mortgage Success Ltd.

Call: 021-373-242 (Paul Wang)

Email: paul@msloan.co.nz

Write to: Mortgage Success Ltd

PO Box 302848 North Harbour, Auckland 0751

When we receive a complaint:

- We will consider your complaint and let you know how we intend to resolve it. Where possible, we try to resolve your complaint immediately.
- If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 3 business days. We may contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we need more time to investigate your complaint, we will let you know when you can expect to receive a response to your complaint.
- We will contact you by phone, email or letter to let you know whether we can resolve your complaint and how we propose to do so.

If we cannot agree on how to fix the issue, or if you decide not to use our internal complaints process, you can contact our external disputes resolution scheme, Financial Services Complaints Limited provides a free and independent dispute resolution service that may help to resolve your complaint if we haven’t been able to do so to your satisfaction. To contact Financial Services Complaints Limited:

Call: 0800-347-257

Email: info@fscl.org.nz

Write to: Financial Services Complaints Limited

PO Box 5967, Labmton Quay, Wellington 6145

Our duties and obligations to you

Mortgage Success Ltd and our advisers have duties under the Financial Markets Conduct Act 2013 relating to the way that we give advice.

We are required to:

- give priority to your interests;
- exercise care, diligence, and skill;
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services.

You can contact us at

Mortgage Success Ltd (FSP110046), trading as Mortgage Success Ltd is the Financial Advice Provider.



Call: 09-477-1866

Email: paul@msloan.co.nz

Write to: Mortgage Success Ltd

PO Box 302848 North Harbour, Auckland 0751