

Financial Advice Provider:

Guardian Financial Services Ltd.
FSP1002456

Licensing status:

Class 2 - Financial Advice Provider

Address:

5 Gladstone Road
Gisborne
4010

Financial Adviser:

Jacobus Venter
FSP1002413

Qualifications:

BA – LAW: University of Pretoria
NZCFS Level 5

Contact Details:

Kobus@my-wealth.co.nz
02102642202



Your Adviser

Jacobus (Kobus) Venter has been in financial services for 2 decades. He started his career with Absa Capital (later Barclays Africa) as a junior currency dealer and held various roles with the Investment bank in the following 14 years which include Currency Trader, Senior Dealer and Head of Institutional Foreign Exchange. In 2016 he moved into consumer and retail banking where he worked for The Bank of New Zealand, New Zealand Home Loans and later partnered with Financial Advisory firm Enableme where he owned and ran the Gisborne branch of the advisory. Seeing first-hand the desperate need for financial education and guidance in New Zealand he set up My Wealth with the main aim of breaking the current financial model that service only upper income demographics and bring financial fitness programs to New Zealanders from all cultural, age and income demographics to ultimately set them up for a financially secure retirement.

Areas of Financial Advice Provided:

Guardian Financial Services Ltd. Trading as My Wealth only provides financial advice in the following areas:

- *Budgeting and personal cashflow management.*
- *Mortgage and debt restructuring.*
- *Kiwisaver analysis and projections.*
- *Mortgage lending.*
- *Managed Fund investments through our referral partners.*
- *Personal risk insurance through our referral partners.*
- *Fire and general insurance through our referral partners.*

**Personal risk insurance products includes life insurance, trauma, permanent disability, income protection and health insurance.*

Our Obligations To You:

1. Treat you fairly.
2. Act with integrity
3. Provide financial advice which is suitable for you
4. Protect your privacy and confidential information
5. Maintain the competence and skill to deliver advice in our area of expertise
6. Maintain the ethical and behavioral standards required by our professional body (Financial Advice NZ) in addition to the duties of care required by NZ law. Well...laws (plural) actually. There are quite a few of them that apply to us and we try to make sure we are ahead of all of them.

Disciplinary history you should be aware of:

There have been no professional indemnity insurance or negligence claims, disputes resolution actions, or disciplinary actions.

Costs of Advice:

Any remuneration arrangements will be negotiated directly with every potential client before any engagement with that client is agreed to. We may charge fees AND commissions depending upon the scope of the engagement agreed to by a client.

Fees:

Fees payable directly by the client to Guardian Financial Services Ltd upon invoice for planning or consultation work may be applicable. Fees are charged for expertise and opinion, not for product placement or "brokering", unless requested by a client and agreed to by Guardian Financial Services Ltd.

An estimate of fees for any particular engagement can always be provided in advance, and if necessary we can agree in advance to a fixed price for an engagement. If fees are to be paid, then

- Payment is due within 7 days of invoice, with direct credit to the bank account of Guardian Financial Services Ltd.
- Cash or barter are not accepted as means of payment.

Commissions:

When implementing (or brokering) mortgage, Kiwisaver, Managed Funds or personal and risk insurance products our preference is to be paid via brokerage, or commission, as this results in no direct fee payable by the client and Guardian Financial Services Ltd. only receives payment from the provider if we are successful in placing business which the client is happy with.

The gross amount of commission payable to Guardian Financial Services Ltd on any particular recommendation will be disclosed prior to implementation of any product or plan.

As a general indicator of the range of commissions which may be paid, Guardian Financial Services Ltd receives standard commission terms from all providers which are:

- Fire and General Insurance Products typically up to 25% of the annual premium.
- Personal Insurance Products typically up to 40% of the annual premium.
- Kiwisaver ongoing Advice and Administration fee of 0.05%
- Managed Funds ongoing Advice and Administration fee of 1.00%

Conflicts of Interest:

We may receive a referral (introduction) fee should you work with one of our referral partners at our suggestion. These partners are Rothbury's, Out East Insurance Solutions, Milford Asset Management refers to us receiving up to that proportion of any brokerage received by them for successful placement of products you purchase through them.

We have no financial interest in any financial services providers we chose to work with or any other general conflicts of interest in forming a professional opinion or delivering financial advice.

There are no material conflicts of interest to disclose in the form of incentives, as we do not participate in entertainment or functions as a rule, or any sales campaigns or similar incentives.

We will accept an occasional coffee from a financial service provider we work with or representative of course, however these are immaterial and engender no particular warm feelings towards any particular insurer.

Should any actual or potential conflict of interest arise during any engagement with a client we will bring that to your notice promptly, and then seek to manage or avoid the conflict if at all possible. If management or avoidance of a conflict to your satisfaction is not possible then we will resign from the engagement with you and professionally assist with the appointment of a replacement and more suitable adviser.

Conflicted Remuneration Note:

- All fees and commissions are paid to Guardian Financial Services Ltd.
- Guardian Financial Services Ltd. uses all gross revenue to pay the operating expenses of running a compliant professional business.
- Guardian Financial Services Ltd. then has to pay its' tax obligations on the "net profit" after costs.
- What's left, if any, is available to Jacobus Venter as the sole shareholder and adviser as personal remuneration.
- Typically the potential conflicted remuneration for the Financial Adviser (Jacobus Venter) amounts to between 35-50% of gross revenue in any given year.

- What a client pays is not the same as what the Financial Adviser earns.

Complaints:***What should you do if you are unhappy with something?***

If you have a problem, concern, or complaint about any part of our service or your product performance, please contact Jacobus Venter; Director; Guardian Financial Services Ltd. in the first instance so that we may try to fix the problem.

Kobus@my-wealth.co.nz
Phone 02102642202

If your complaint cannot be satisfactorily resolved this way, it then becomes a dispute.

The Dispute Resolution process is:

1. In the event of a dispute you must notify us that the complaint is not resolved and is now a dispute.
2. We will confirm in writing our internal complaints process, likely timeframes, and our Disputes Resolution Scheme which you can access at any stage should you choose to.
3. Should we fail to handle the problem to your satisfaction within a reasonable time frame then the product providers themselves have internal complaints handling processes which you might wish to also access. This means that if we have used a particular product that is connected to the issue at Dispute, you can contact the company that issued that product and have them attempt to resolve the matter as well.
4. If these options fail to resolve the Dispute to your satisfaction, then you may take the matter to the *Financial Dispute Resolution Services*, of which we are a member. We are bound by the outcome of that process. You can *choose* to be bound by the outcome but you can also choose to be free to pursue other legal avenues if you wish.

5.

Their service will cost you nothing as we pay for it, and it can help us resolve any disagreements.

You can contact:

Financial Dispute Resolution Services

Mail: info@fdrs.org.nz

Telephone: (Call Free) 0508 337 337

Physical Address: Level 4
142 Lambton Quay

Wellington
Postal Address: PO Box 2272 Wellington
6140

Your Privacy:

When working with you we will be collecting personal information from you in order to deliver personalized advice which is suitable for you.

This is generally personal information regarding age, health, financial situation and your instructions.

In accordance with the Privacy Act 2020 you are entitled to access any such information we collect and hold on you, and also to have noted any corrections to such information.

Should you require a copy of any information we hold we shall be happy to provide a full copy at our cost, but will always retain original records for legal and compliance requirements.

Records are stored in secure premises and on secured computer systems at our place of business.

All staff employed by Guardian Financial Services

Ltd have access to all client files, and in addition to Guardian Financial Services Ltd staff other parties may access this information as required by law or for the purposes of providing specific advice to you in accordance with your instructions or our agreed Scope of Service. Those parties may include:

- Insurers and other product providers whom we are considering for your needs.
- Market regulators and statutory authorities
- Professional compliance and audit assessors investigating our compliance and professional standard

If you have a complaint is about how we handle your personal information, you can contact the Office of the Privacy Commissioner:

PO Box 10 094
The Terrace Wellington
6143
0800 803 909
enquiries@privacy.org.nz

This option is available in addition to utilizing the Complaints Process of Guardian Financial Services Ltd



