

## Contact us

Office: [12 The Terrace, Timaru, 7910](#)

Postal: 106 Fairview Road, RD2, Timaru 7972

Telephone: (03) 688 8568

Mobile: 027 240 7775 and 027 141 3534

Email: [nigel.kerr@milestone.co.nz](mailto:nigel.kerr@milestone.co.nz) and [bryan.scott@milestone.co.nz](mailto:bryan.scott@milestone.co.nz)

**Milestone Financial Services (South Canterbury) Limited (FSP760893) is a Financial Advice Provider (FAP) licensed and regulated by the FMA to provide financial advice, this includes:**

Retirement planning, Investment Advice, DIMS, Superannuation and Pension Transfers, KiwiSaver, Cash Management.

- For investments and KiwiSaver we work with a broad range of providers offering different solutions to meet your needs
- Discretionary Investment Management Service (DIMS) is a service where you decide on the overall investment strategy, we make the decisions as to the investment mix to meet this strategy. **This service is provided by Nigel Kerr only (FSP76743)**
- For pension transfers we use Booster

## Fees or Expenses

Milestone Financial Services (South Canterbury) Limited will charge you a fee for the financial advice we provide to you. The actual fee charged to you will depend on the nature and scope of the advice or service we provide.

The following section outlines the types of fees that **may** apply:

- Comprehensive/investment plan fee: up to \$3,000 plus GST payable on receipt of invoice, at financial adviser discretion.
- We charge an annual monitoring fee for investments held in the OneAnswer Portfolio Service Wrap Platform.
- Clients who invest in our DIMS on the OneAnswer Portfolio Service Wrap Platform are subject to custodian fees. These fees will be confirmed in the Investment proposal that will be provided to you.
- KiwiSaver advice is usually supplied at no direct cost to you.

We will discuss and agree the actual fees with you before we proceed and explain how they are payable.

## Duties & Standards

Milestone Financial, and anyone who gives financial advice on our behalf, 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 by taking all reasonable steps to make sure our advice isn't materially influenced by our own interests exercise care, diligence, and skill in providing you with advice
- 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.

## Material conflicts of interest

Milestone Financial receive commissions from the providers on whose products we give financial advice (insurers and KiwiSaver providers). If you decide to take our KiwiSaver advice, the provider may pay a commission to Milestone Financial. The amount of commission is based on the amount of the premium, or the KiwiSaver balance. We will provide specific details of the commissions we receive once we know more about your needs/circumstances.

To ensure that our financial advisers prioritise client's interests above their own, we follow an advice process that ensures our recommendations are made based on client's goals and circumstances. All our financial advisers undergo training around managing conflicts of interest. We undertake a compliance audit, and a review of our compliance program biennially by a reputable compliance consultant.

## Complaints Handling and Disputes Resolution

If you are not satisfied with our financial advice service, you can make a complaint by emailing [nigel.kerr@milestone.co.nz](mailto:nigel.kerr@milestone.co.nz) calling 09 688 8568 or you can write to us at 106 Fairview Road, RD 2, Timaru, 7972.

When we receive a complaint, we will follow our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it within two working days. Your adviser may be in contact with you to gather more information on the situation.
- We aim to come to a resolution within 10 working days of receiving a complaint. If this is not possible, we will contact you within the time to advise of the new time frame.
- Contact will be made via phone or email to let you know whether we can resolve and what we propose as the resolution.

If your adviser cannot resolve the complaint, we have an internal complaints team. You can contact them by post to Milestone Complaints Committee PO Box 21-323

Christchurch 8143. Their process is similar to the above.

If a resolution cannot be reached or you are not satisfied with the way we propose to do so, you can contact our Disputes Resolution Scheme, The Insurance and Financial Services Ombudsman (IFSO).

The IFSO provide a free, independent dispute resolution service that may help investigate or resolve your complaint if we haven't been able to resolve your complaint to your satisfaction. You can contact them here PO Box 10-845 Wellington 6143, on 0800 888 202, email [info@ifso.nz](mailto:info@ifso.nz) or their website [www.ifso.nz](http://www.ifso.nz).

A written copy of this information is available upon request.