

Important information about Milestone Financial Services (Auckland) Limited FSP305566

License status and conditions

Milestone Financial Services (Auckland) Limited FSP305566 (Milestone Auckland) holds a license issued by the Financial Markets Authority to provide financial advice service.

Our contact details are:

Address: 12 The Terrace, Timaru, 7910
Postal: 1 Park Lane, Timaru 7910
Telephone: 09 5240996
Email: peter.coltman@milestone.co.nz

We encourage you to read the important information given below. It may help you decide whether your financial needs may be met by engaging with us.

Nature and scope of financial advice service

We engage financial advisers to provide financial advice on the following financial products:

- KiwiSaver schemes and managed investment products (e.g., unit trusts). We work with a broad range of providers offering these financial products.
- A DIMS facility. Milestone Financial Services (Auckland) Limited has a license, granted by the Financial Markets Authority, to provide a Discretionary Investment Management (DIMS) Service. DIMS is a service where you give authority to us to manage some or all of your holdings in financial products. Under the authority you give us, we decide which financial products to acquire or dispose on your behalf.
- Pension transfers (we use Booster) and Australian Superannuation Transfers (using KiwiSaver providers).

Milestone Auckland does not provide financial advice service related to:

1. Consumer credit contracts (such as home loan products and personal loan products)
2. Fire and general insurance products (such as home and home contents insurance, vehicle insurance, etc.)
3. Estate planning (such as Wills, Enduring Powers of Attorney, and trusts of any description).
4. Personal risk insurance products (e.g., life insurance, income protection insurance, mortgage protection insurance, total and permanent disability insurance, trauma or critical health insurance, and medical insurance).

You will need to consult appropriate specialists if you would like advice on “1” to “4” above.

Fees or Expenses

Milestone Financial Services (Auckland) 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:

- Your initial consultation is always free of charge.
- Once we have an understanding of your situation and agree on the nature and scope of the relationship, there may be a fee for advice, this is dependent on the complexity of your situation and will be disclosed prior to work being carried out. This may be set at a pre-agreed fixed price or charged at an hourly rate as agreed by both parties.
- 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.

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

Conflicts of interest and commissions or other incentives

Milestone Auckland receive commissions from the providers on whose products we give financial advice (KiwiSaver providers). If you decide to take our KiwiSaver advice, the provider may pay a commission to Milestone Auckland. The amount of commission is based on 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 peter.coltman@milestone.co.nz calling 09 5240996 or you can write to us at PO Box 128155, Remuera, Auckland 1541.

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 or their website www.ifso.nz.

Duties

Milestone Auckland, 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:

- meet the standards of competence, knowledge, and skill set out in the Code of Professional Conduct for Financial Advice Services (Code of Conduct), which form part of the wider regulatory regime for financial advice and ensure we have the expertise necessary to provide you with advice; and
- give priority to your interests by taking all reasonable steps to ensure that the advice given to you is not materially influenced by our own interests or the interests of any other person connected with the giving of advice; and
- exercise care, diligence, and skill that a prudent person engaged in the occupation of giving related financial advice would in the same circumstances; and
- meet the standards of ethical behaviour, conduct, and client care set out in the Code of Conduct, to treat you as we should and to provide you with suitable advice.