



Total Wealth

LICENSING INFORMATION

Total Wealth Limited T/A Total Wealth FSP712332, holds a licence issued by the Financial Markets Authority to provide financial advice.

Katrina Studholme, I am a financial adviser FSP84981 and I am giving advice on behalf of Total Wealth FSP712332.

CONTACT DETAILS

Total Wealth Limited is the Financial Advice Provider.

You can contact us at:

Phone: 027 247 9252 or 03 377 2855

Email: katrina@totalwealth.co.nz

Physical Address: Unit 1B, 337 Harewood Road, Bishopdale, CHRISTCHURCH 8053

Postal Address: P O BOX 37058, Halswell, CHRISTCHURCH 8245

NATURE AND SCOPE OF ADVICE

Total Wealth Limited advisers provide advice about:

- Financial Planning
- Investment and Portfolio management
- KiwiSaver and Retirement planning
- Personal insurance (risk)
- Mortgages and personal lending

We provide advice in relation to the following products:

- KiwiSaver
- Managed Funds
- Customised managed portfolios
- Superannuation funds
- UK and Australian Pensions and Transfers
- Home loans
- Personal loans
- Mortgage top ups and restructures
- Life insurance
- Disability insurance
- Trauma insurance
- Income Protection or mortgage protection insurance

We provide advice in relation to products provided by the following companies:

- FNZ / Consilium platform
- Select Wealth Management
- Research provided by My Fiduciary and Connected (Milestone Financial)
- KiwiSaver providers include ANZ OneAnswer, AMP, AON, Booster, Fisher Funds, and Milford
- Insurance providers include AIA, AMP, Asteron, and Fidelity
- I have mortgage and lending agencies through the Q Advisor Group with the following: ANZ Bank, ASB Bank, BNZ Bank, Co-operative Bank, Southland Building Society (SBS), Sovereign, Westpac Bank, Bluestone Finance, Avanti Finance, Heartland Bank, Liberty Financial, NZCU Baywide, Prospa, Resimac, and Southern Cross Partners.

FEES AND EXPENSES

Planning, Investment and KiwiSaver fee

Total Wealth charges initial advice or planning fees – covering the development of your personalised plan. Fees range from \$250 to \$1,750 + gst.

One-off advice is charged at an hourly rate of \$250 + gst.

Total Wealth charges an adviser ongoing advice or servicing fee of investments under management up to 1.0% of funds under management.

KiwiSaver providers pay a trail income as a % of funds under management, this can range from 0.1% to 0.5% p.a. With the exception of Milford where an agreed fee of 0.2% p.a. is charged by the adviser and refunded by Milford.

Mortgage and lending service fee

Total Wealth are usually remunerated by way of commission, by the providers of the loan products we recommend. On occasion, some providers may not pay a commission. In this situation, we will charge a fee for our advice. The fee payable will be a reflection of the time required to obtain a loan approval for you. Where a fee will be payable for the advice, your financial adviser will agree the amount of the fee with you *prior to obtaining a lending approval*.

Fees can be added to your loan amount and will be paid to Total Wealth at the time your loan is advanced.

Commission payments can be either upfront commission of loan amount or a combination of upfront commission plus trail commission for the life of the loan. Upfront commissions range from 0.4% up to 0.85% of loan amount, and trail commissions range from 0.1% up to 0.2% p.a. of loan amount. The actual amount will be disclosed in the mortgage advice statement of advice.

Risk Insurance fee

Total Wealth are remunerated by way of commission, by the providers of the insurance products we recommend. Commission payments are a combination of upfront and trail commission. Upfront commission range from 40% up to 200% of the annual premium and trail commission ranges from 5% up to 30% of the annual premium for the life of the insurance product. Actual commission will be disclosed in the statement of advice.

CONFLICTS OF INTEREST

Total Wealth does not have any preferential terms (other than those readily offered to other market participants) or production performance agreements with any particular product provider.

Total Wealth does not have any commercial relationships or contractual arrangements that present any particular conflict of interest to consumers generally which would be reasonably likely to materially influence me in providing the financial adviser service.

I am not required to place any level of business with any supplier or financial organisation. I do not have any other financial or other relationship with any other person that would be reasonably likely to influence me in giving advice.

For Investments and portfolio management, Total Wealth and the financial adviser will charge a fee for any investments we recommend and monitor for you in the way of an Adviser servicing fee if you proceed. This will be a fixed percentage amount based on your funds under management. For KiwiSaver, Total Wealth and the financial adviser receive commissions from the KiwiSaver providers who we recommend. If you proceed with the recommendations, the KiwiSaver provider will pay a trail income to Total Wealth, this amount is based on your funds under management.

For life and risk insurance, Total Wealth and the financial adviser receive commissions from the insurance companies whose policies we can recommend. If you decide to take out insurance that we recommend, the insurer will pay a commission to Total Wealth and/or the adviser who provides your advice. The amount of the commission is based on the amount of premium associated with your cover; specific commissions will be advised to you when advice is provided.

For mortgages and lending, Total Wealth and the financial adviser receive commissions from some of the lenders we can provide recommendations for. If you proceed to implement lending with the lender recommended to you, the lender will pay a commission to Total Wealth. The amount of the commission is based on the amount of the lending; specific remuneration will be advised to you when advice is provided.

From time to time, product providers may also reward us for the overall business we provide to them. They may give us tickets to sports events, hampers, or other incentives.

To ensure that our financial advisers prioritise the client's interests above their own, we follow an advice process that ensures our personalised recommendations are made on the basis of the client's goals and circumstances, as advised to us. Total Wealth financial advisers complete regular training, including how to manage conflicts of interest. Each adviser has a regular compliance review of their advice process and our compliance programme is reviewed annually by our external compliance adviser.

DISPUTES AND COMPLAINTS

If you are not satisfied with our financial advice service you can make a complaint by emailing katrina@totalwealth.co.nz, or by calling 03 377 2855. You can also write to us at: P O Box 37058, Halswell 8245 CHRISTCHURCH. When we receive a complaint, we will consider it using our internal complaints process:

- We will consider your complaint and let you know how we intend to resolve it. We may need to contact you to get further information about your complaint.
- We aim to resolve complaints within 10 working days of receiving them. If we can't, we will contact you within that time to let you know we need more time to consider your complaint.
- We will contact you by phone or email to let you know whether we can resolve your complaint and how we propose to do so.

If we can't resolve your complaint, or you aren't satisfied with the way we propose to do so, you can contact The Insurance and Financial Services Ombudsman (IFSO). The IFSO provides 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 the IFSO by

ADDRESS: P O Box 10-845, Wellington 6143

TELEPHONE: 0800 888 202

WEBSITE: www.ifso.nz

EMAIL: info@ifso.nz

DUTIES INFORMATION

Total Wealth, and anyone who gives financial advice on our behalf, has 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 (431K)
- exercise care, diligence, and skill in providing you with advice (431L)
- meet standards of competence, knowledge and skill set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure that we have the expertise needed to provide you with advice) (431I)
- meet standards of ethical behaviour, conduct and client care set by the Code of Professional Conduct for Financial Advice Services (these are designed to make sure we treat you as we should and give you suitable advice).

This is only a summary of the duties that we have. More information is available by contacting us, or by visiting the Financial Markets Authority website at <https://www.fma.govt.nz>.